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ABSTRACT

This word processing task simulation is designed for use in office occupations programs at the secondary level. The primary purpose is to give the student the opportunity to become familiar with the tasks and duties that may be performed by word processing personnel in a real work situation. The employee's manual provides general information for the student on use of the work order (instruction sheet), time clocks, office reference manuals, personal appearance, employer/employee relations, and performance and progress. It also contains the 28 tasks the student is required to perform. Each task consists of a work order that describes the work and special instructions and most of the written materials that are needed to perform the task. Tasks are designed to be completed in a relatively short period of time--from 15 minutes to 1 hour. The employer's manual (teacher's guide) contains an information sheet for each task that details descriptions, materials/supplies and equipment, and suggested requirements (prerequisites, approximate completion time, accuracy); the keys to tasks found in the employee's manual; and scripts to cassette tapes that provide the information needed to perform certain tasks. (YLB)

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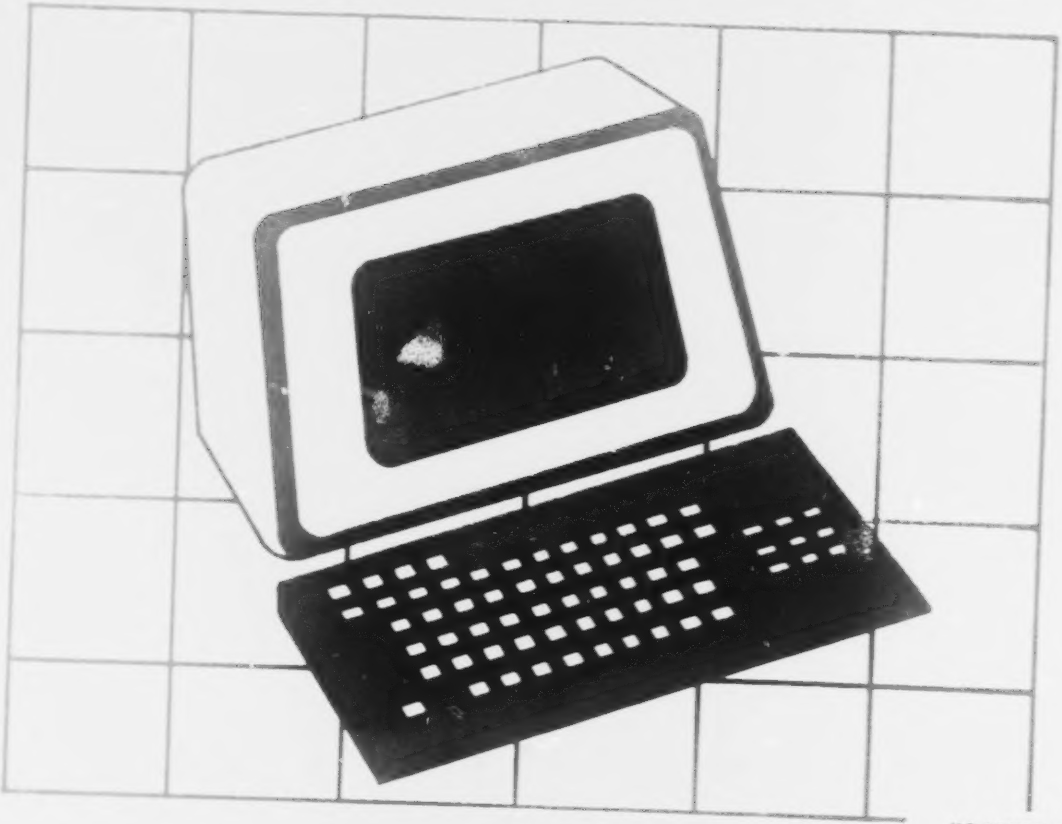
VOT Enterprises, Inc.



A WORD PROCESSING TASK SIMULATION

EMPLOYEE'S MANUAL

[Student's Guide]

Georgia Department of Education

CE043596

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Office of Vocational Education
Georgia Department of Education
Atlanta, Georgia 30334
Charles McDaniel, State Superintendent of Schools
1985

VOT ENTERPRISES, INC.

A Word Processing Task Simulation

Prepared and Produced Jointly by

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Office of Vocational Education
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1985

TABLE OF CONTENTS

Page

Foreword. iv

Use of the Work Order 1

Work Order. 2

General Information 3

Time Clock. 3

Office Reference Manuals. 3

Personal Appearance 4

Employer/Employee Relations 4

Performance and Progress. 5

WORK TO BE COMPLETED. 6

- Order No. 4000. 7
- Order No. 4001. 9
- Order No. 4002. 11
- Order No. 4003. 14
- Order No. 4004. 17
- Order No. 4005. 19
- Order No. 4006. 21
- Order No. 4007. 23
- Order No. 4008. 25
- Order No. 4009. 27
- Order No. 4010. 29
- Order No. 4011. 35
- Order No. 4012. 37
- Order No. 4013. 39
- Order No. 4014. 62
- Order No. 4015. 65
- Order No. 4016. 69
- Order No. 4017. 74
- Order No. 4018. 76
- Order No. 4019. 79
- Order No. 4020. 83
- Order No. 4021. 86
- Order No. 4022. 88
- Order No. 4023. 92
- Order No. 4024. 95
- Order No. 4025. 99
- Order No. 4026. 106
- Order No. 4027. 112

FOREWORD

This word processing task simulation has been developed for use in office occupations programs at the secondary level. Its primary purpose is to give the student an opportunity to become familiar with the tasks and duties that may be performed by word processing personnel in a real work situation.

Appreciation is expressed to Mrs. Helen Cofer McClain, State Supervisor of Business Education, and Mrs. Floy Baker, Coordinator for Postsecondary Business Education Programs, for their continued support, encouragement, and leadership in this developmental effort.

Appreciation is also expressed to the many business education instructors throughout the state who field tested, evaluated, and provided invaluable feedback on these materials as a part of the revision process.

Doris Rash-Wooten
Project Director
Office Simulation Project

EMPLOYEE MANUAL

Welcome to your company! This manual contains the rules, policies, and procedures necessary to govern the daily activities in any work relationship. You are expected to read, understand, and use your manual.

VOT Enterprises, Inc.'s success depends on you! It is you who help us build a business with a reputation for producing quality work.

VOT Enterprises, Inc. is a business that provides top-quality accounting, clerical, secretarial, and word processing services to the public. We pride ourselves on employing highly skilled, professional personnel.

Use of the Work Order

The "Work Order" is to be used as your instruction sheet. Listed below is how VOT Enterprises utilizes this form. The numbers and items listed correlate with the numbers circled on the sample Work Order form.

1. The name of the person for whom the work is to be performed.
2. The title of the person for whom the work is to be performed.
3. The address of the person for whom the work is to be performed.
4. The company telephone number of the person for whom the work is to be performed.
5. The order number for the work you are doing.
6. A brief description of the work to be done.
7. Special instructions that you need to complete the work.

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Jane Doe (1)

TITLE Accounting Clerk (2)

DEPARTMENT Accounting

ADDRESS J. D. Company
600 Lee Street (3)
Atlanta, GA 31752

TELEPHONE NO. (404) 675-0000 (4) ORDER NO. 5000 (5)

DATE RECEIVED ______ DATE PROMISED ______

DESCRIPTION OF WORK Verify totals and subtotals on accounting forms. (6)

SPECIAL INSTRUCTIONS Review the attached income statement, (7) balance sheet, and capital statement. Verify all subtotals and totals. If changes are needed, draw a single line through the number, write the new number, and initial the change. (8)

WORK ASSIGNED TO ______

DATE COMPLETED ______ (9) PICKED UP ____ DELIVERED ____ (10)

APPROVED BY: ______ (11)

8. The name of the person to whom the work is assigned.
9. The date the work is to be completed.
10. An indication of how the completed work was collected.
11. Initials (or name) of the person approving the completed work.

General Information

As a new employee, there are many things you need to learn in addition to how to perform your job. Your supervisor will distribute information to you at the appropriate time on work hours, how and when you are paid, vacation time, etc. Remember! When you don't understand, ask the supervisor; he/she is your best source of information and is always willing to take the time to answer your questions.

Time Clock

Some departments are equipped with time clocks while others are not. In areas where time clocks are not available, your supervisor will direct you as to the proper procedure for filling in your work hours daily on your time card. Whether your department has access to a time clock or not, your time card is an important record for both you and VOT Enterprises!

You are expected to be present and punctual every day, five days a week. If you are late for your shift, you must make up the lost time by working overtime or coming in early another day.

Office Reference Manuals

All work that is handled by VOT Enterprises, Inc. must conform to acceptable standards. Your supervisor will inform you about which office reference manual you will be expected to use.

Once you have your reference manual, be sure to follow the rules in it when preparing outgoing work. Remember, we pay you to do your job correctly the first time. Whenever, through negligence, you fail to prepare work according to specifications in the office reference manual, you are costing the company money! When work has to be redone, the company is being doubly charged for your services.

Personal Appearance

VOT Enterprises, Inc. expects you to give proper attention to the details of attire and grooming. Your fellow employees as well as customers rightfully expect neatness and appropriate dress.

Personal conduct in the office should be courteous and businesslike. Excessive personal conversation in the working areas does not present a pleasing atmosphere to your fellow workers.

Your personal habits in public are also important to the company because people will only entrust their affairs to people who have high regard for their own reputations. Outside the office, your activities should be conducted in such a manner as to avoid any criticism or any reflection on the company.

Employer/Employee Relations

You are a very important person to your supervisor. Our business gets done through your efforts and the efforts of others like you.

By the same token, your supervisor is a very important person to you, because he/she is the one who will introduce you to your job. He or she is the leader in your department and the one responsible for explaining your job, giving instructions and directions, making assignments, answering questions, providing your training, and checking your work.

Your supervisor depends on you. When the work is good, you will be told this; likewise, your supervisor will tell you if you are doing something wrong, so that you can do it right the next time. If you aren't performing the way you should perform, your supervisor is going to make recommendations to you on how to improve your performance because the success of your company depends on every employee doing his/her job well.

Performance and Progress

You should always know where you stand at VOT Enterprises because one of your supervisor's most important jobs is to take time out on a regular basis and inform you of your performance and progress. Some of the purposes of keeping you up to date on your performance and progress are:

1. To help you pace yourself in the performance of your duties.
2. To show you where improvement may be needed.
3. To tell you what we think about your production.
4. To help you map a route to better performance on the job.

Again, welcome to VOT Enterprises, Inc! We feel confident that your employment with us will be very enjoyable.

WORK TO BE COMPLETED

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

W O R K   O R D E R

NAME Tom Hall

TITLE President

DEPARTMENT Chemical Sales and Services

ADDRESS Hall Laboratories, Inc.
1945 East 51st Street
New York, NY 10541

TELEPHONE NO. (203) 714-1424 ORDER NO. 4000

DATE RECEIVED ______ DATE PROMISED ______

DESCRIPTION OF WORK Dictate these replies on to a cassette tape. Use correct dictation procedures.

SPECIAL INSTRUCTIONS Obtain the cassette tape from your supervisor.

WORK ASSIGNED TO ______

DATE COMPLETED ______ PICKED UP ____ DELIVERED ____

APPROVED BY: ______

DICTATE THE FOLLOWING TWO SITUATIONS ON TO THE CASSETTE TAPE.

1. December 15, 19-- (Use the current year)
   Mr. James A. Wilson / Smith Technical Institute / New York, NY 10568/

   Dear Mr. Wilson / Thank you for your letter of December 5. We would like to have your class visit our new laboratory. We feel that the tour we offer would be very beneficial to your students, and we appreciate your choice of our company. (Paragraph) Our company's busiest times fall on Mondays and Fridays. On these days your students may view our lab staff working. (Paragraph) The tours are offered at both 10 a.m. and 1:30 p.m. Please contact my secretary about one week in advance so that we may make the necessary arrangements for your class to visit. Also, please indicate at that time the exact number of students who will be attending. /
   Sincerely, Tom Hall
   President

2. December 15, 19-- (Use the current year)
   Ms. Karen Smith / 1034 Franklin Road / Atlanta, GA 30309

   Dear Ms. Smith / Thank you for your recent letter inquiring about the products that our company manufactures. (Paragraph) Our company has always prided itself on producing the best products. We are sure that you will continue to be satisfied with the quality of our new products in the future years to come. We are now in the process of changing our line of products to incorporate new packaging ideas. As soon as our new brochures are available, we will send you the brochures you indicated that you needed as well as a catalog listing all of the items we produce. (Paragraph) Thank you for your letter. Ideas from concerned consumers such as you help us maintain our high quality standards. /
   Cordially, Tom Hall
   President

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Barbara Best

TITLE Chairperson

DEPARTMENT Sales

ADDRESS Best Manufacturing Company
1220 Broad Street
Atlanta, GA 31414

TELEPHONE NO. (404) 656-1812 ORDER NO. 4001

DATE RECEIVED ____ DATE PROMISED ____

DESCRIPTION OF WORK Type the attached agenda, in proper form, and print 10 copies. Compose and type an appropriate cover memo and print 10 copies of it, also.

SPECIAL INSTRUCTIONS ____

WORK ASSIGNED TO ____

DATE COMPLETED ____ PICKED UP ____ DELIVERED ____

APPROVED BY: ____

1. Properly set up the following agenda.

Best Manufacturing Company
Board of Directors Meeting
April 12, 1984

I. Opening remarks
II. Old Business (discussion about all ongoing projects)
III. New Business (future projects)
IV. Report from Secretary
V. Report from Treasurer
VI. General Discussion
VII. Adjournment - Dinner

2. Compose a cover letter to be sent with the agenda. Include the following information in the letter.

Date: Tuesday, April 12, 1984
Time: 4:00 p.m. - 6:00 p.m. - Dinner follows
Place: Board Room, 7th floor
Enclosures: For advance consideration:
a. Yearly financial statement
b. New products catalog -

3. Prepare 10 copies. Use the current mailing list for Board members.

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Terance Stovall

TITLE Office Manager

DEPARTMENT Office Services

ADDRESS J & J Enterprises
8484 Northlake Drive
Columbia, SC 29201

TELEPHONE NO. (803) 314-2819 ORDER NO. 4002

DATE RECEIVED ____ DATE PROMISED ____

DESCRIPTION OF WORK Proofread and keyboard the attached correspondence in final form making all the necessary corrections.

SPECIAL INSTRUCTIONS ____

WORK ASSIGNED TO ____

DATE COMPLETED ____ PICKED UP ____ DELIVERED ____

APPROVED BY: ____

2049 North Creek Avenue
Tusla, Oklahoma 74115
(Current Date)

Schiller Finanse Company
798 West King Str.
Tulsa, Oklahoma 74127

Attention: Personnel Director

Gentlemen:

Your advertisement in today's Daily Globe for an accounting assistant interests me, I wish to apply for the position.

In addition to a course of general studys in high school, I choose to study bookkeeping and typewriting for two years. Upon graduation I have used this skill as a records clerk at the Tulsa Savings and Loan Association. I has been also studying accounting in evening school this year I want to find a position that will give me a opportunity to keep accounts as well as records.

The enclosed resume provide a summary of personal data, education, experience, and interests. It also includes a reference list who will attest to my dependability and loyalty as well as to my skill, ability, and accuracy in handling detales.

I am available for a personnel interview at you convenience. You can telephone me at 468-3232 before 5:15 P.M. or at 468-3907 after 6:30 P.M. in the evening.

Sincerely Yours,

Gary R Wood

Mr. Ervin H. Swillinger
710 Barnwell Street
Columbia, SC 29201-1355

Dear Mr. Swillinger

Subject: Leave of Absence

You have been granted a three-month leave of absence without pay beginning December 1. We sincerely hope you will be able to take care of your health problems during this time. We do not feel we can hold your job for any longer than this three-month period. ~~¶ Please~~ ¶ When you feel you are able to return to work, please contact me and we will discuss the matter further at that time. ¶ Your Palmetto Health and life insurance coverage will continue during your absence. If I can be of any help to you, please don't hesitate to call. ~~me~~

Sincerely

Type your name

Human Resources Division

pc Edward Musgrove

VOT ENTERPRISES, INC.

1900 Hign School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Helen Griffin

TITLE Senior Secretary

DEPARTMENT Administrative Services

ADDRESS Griffin Wholesalers, Inc.
724 Rockcliff Road
Decatur, GA 30019

TELEPHONE NO. (404) 284-9129 ORDER NO. 4003

DATE RECEIVED ____________ DATE PROMISED ____________

DESCRIPTION OF WORK Dictate the attached report and a memorandum of transmittal on to a cassette tape. Use proper dictation procedures.

SPECIAL INSTRUCTIONS Get the cassette tape from your supervisor.

WORK ASSIGNED TO ____________

DATE COMPLETED ____________ PICKED UP ____ DELIVERED ____

APPROVED BY: ____________

I. Compose and dictate the following information on to the cassette tape. Establish the proper procedure for centering horizontally. Describe in paragraph form the procedures to follow.

REGULAR HORIZONTAL CENTERING:

1. Set carriage at midpoint of paper.
2. Press the backspace key once for every two characters or spaces you must center.
3. If you have a single letter left over, do not backspace for this letter.
4. Start typing from this point.

SPREAD HORIZONTAL CENTERING:

1. Separate each letter by ONE space; separate words by THREE spaces.
2. Set carriage at midpoint of paper.
3. Press the backspace key once for every character; backspace once for the blank spaces between words.
4. Do not backspace for the last letter in the word. (excepted)

ALTERNATE METHOD HORIZONTAL CENTERING:

1. Set your carriage at the beginning of the space in which you are to center.
2. Tap the space bar once for each stroke in the words you are centering, and continue tapping the space bar to the end of the space available, counting the strokes to see how many spaces are left over.
3. Dividing your leftovers in half tells you how much the copy has to be indented if it is to be centered.

II. Send this short report to all administrative secretaries, department secretaries, and clerk typists in all divisions of the company. Indicate that all further correspondence concerning reports containing titles, agendas, announcements, etc. should be centered horizontally.

MEMORANDUM

TO:

FROM:

DATE:

SUBJECT:

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Sidney Lawrence

TITLE Administrative Secretary

DEPARTMENT Secretarial Services and Training

ADDRESS Bowen Word Processing Center
6500 North Enterprise Parkway
Savannah, GA 30141

TELEPHONE NO. (912) 884-1931 ORDER NO. 4004

DATE RECEIVED ______ DATE PROMISED ______

DESCRIPTION OF WORK Keyboard the attached manuscript in proper form. Provide an appropriate heading.

SPECIAL INSTRUCTIONS ______

WORK ASSIGNED TO ______

DATE COMPLETED ______ PICKED UP ____ DELIVERED ____

APPROVED BY: ______

Judging whether a letter is long or short or average is a problem to the novice, but it is not one to the experienced office typist. Except for a few very short or very long letters, the expert treats all letters as average ones, trusting that he will be able to stretch or squeeze the closing lines enough to balance the letter placement. In most cases he can do so, too, simply by adjusting the signature space from the standard three lines of open space to as few as two or as many as six.

The notations at the end of the letter are a point of easy expanding and squeezing. These may begin as high as level with the identification of the signer or may begin two or three lines below; and these lines may be single-spaced, to conserve space, or be double-spaced, to spread the letter. The enclosure notation is very useful in juggling letter length, for the items to be enclosed might or might not be listed, depending on space needs. Almost any letter other than one that's *very* long or *very* short can be treated as "average" length.

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Matt Strong

TITLE Buyer

DEPARTMENT Men's Fashions

ADDRESS Gentlemen's Business Apparel
1820 State Street
Chicago, IL 98876

TELEPHONE NO. (815) 362-3000 ORDER NO. 4005

DATE RECEIVED ____________ DATE PROMISED ________

DESCRIPTION OF WORK Compose a letter using the information on the attached sheet.

SPECIAL INSTRUCTIONS ____________

WORK ASSIGNED TO ____________

DATE COMPLETED ____________ PICKED UP ____ DELIVERED ____

APPROVED BY: ____________

COMPOSING A BUSINESS LETTER

Please compose a letter to the following person using full block style, open punctuation, and enclose our new brochures.

Mr. David K. Starnes, Manager
Rike's Department Stores
1900 Main Street
Dayton, Ohio 45106

Include the following information in the letter:

1. thank you for letter concerning our new line of sweaters, designer shirts and slacks, and ties.
2. new line will not be available until summer of 1986.
3. we will take orders now for new merchandise. (Use the order form enclosed)
4. fashion show for new line will be held on April 16, 1985. (for reservations to attend, fill out enclosed form)
5. further assistance closing paragraph.
6. include new fashion catalog, new merchandise order form, reservation form as enclosures.
7. closing for letter--sincerely, Matt Strong, Buyer

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Denise Warrenton

TITLE Supervisor

DEPARTMENT Word Processing

ADDRESS VOT Enterprises, Inc.
1900 High School Avenue
Secondary, GA 10112

TELEPHONE NO. (404) 658-2000 ORDER NO. 4006

DATE RECEIVED ____ DATE PROMISED ____

DESCRIPTION OF WORK Keep a log of all the lines printed in the preceding five jobs using the attached work production record.

SPECIAL INSTRUCTIONS ____

WORK ASSIGNED TO ____

DATE COMPLETED ____ PICKED UP ____ DELIVERED ____

APPROVED BY: ____

WORK PRODUCTION RECORD DATES: FROM ___ TO ____

1. Name of Document ______________________________

   Number of lines typed in document _____

2. Name of Document ______________________________

   Number of lines typed in document _____

3. Name of Document ______________________________

   Number of lines typed in document _____

4. Name of Document ______________________________

   Number of lines typed in document _____

5. Name of Document ______________________________

   Number of lines typed in document _____

6. Name of Document ______________________________

   Number of lines typed in document _____

7. Name of Document ______________________________

   Number of lines typed in document _____

8. Name of Document ______________________________

   Number of lines typed in document _____

9. Name of Document ______________________________

   Number of lines typed in document _____

10. Name of Document ______________________________

    Number of lines typed in document _____

TOTAL NUMBER OF LINES TYPED FOR WEEK ______________

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Alnita Sapenter

TITLE Training Manager

DEPARTMENT Secretarial Services and Training

ADDRESS Sapenter Conglomerates
882 Ft. Worth Drive
Dallas, TX 91412

TELEPHONE NO. (214) 575-3121 ORDER NO. 4007

DATE RECEIVED ______ DATE PROMISED ______

DESCRIPTION OF WORK Keyboard the attached report in final form making all indicated corrections.

SPECIAL INSTRUCTIONS ______

WORK ASSIGNED TO ______

DATE COMPLETED ______ PICKED UP ____ DELIVERED ____

APPROVED BY: ______

INSTRUCTIONS FOR REPORT: Make a corrected copy of the following report using the correct format for an unbound report, double spacing, 60 space line, no footnotes. Please select an appropriate title for the report.

If you hav~~e~~d to ~~answer~~ reply to a letter ~~which~~ that is signed by Jean Holt ~~White~~ Smith, ~~should~~ would you ~~send~~ address your ~~answer~~ reply to Mr. Smith or to Miss Smith, or to Mrs. Smith? Unless you ~~happened~~ chance to see that the ~~handwriting~~ signature clearly is that of a man there is no way out of your dilemma; # the person who putts you in such a spot is is discourteous. # When writing to a stranger, it is the height of ~~bad~~ Poor taste not to clearly show what title ~~one~~ he should use.

A married woman is expected to show her Mrs. either (in parenthesis) as part of her penned signature or, (without the parenthesis) in the typed name line under her ~~handwriting~~ signature. # A lady who shows no Mrs. is, or may be assumed to be, a Miss .

Should the Mr. or Miss never be typed? Yes, whenever the sex of ~~the~~ some name is mistak~~e~~able. The name Marion, as an example, is as often ~~given to~~ that of a boy as ~~to~~ of a girl; a stranger ~~c~~would not know. The bearer of any such name, man ~~or~~ woman, ~~has to~~ Should indicate the Mr. or Miss; and these are shown in the same way ~~which~~ that Mrs. is shown: # in or under the signature it.

Such rules do not apply, of course, to ~~any~~ a person who is a Notable or to letters bet~~wixt~~ween people who know each other.

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Edna Williams

TITLE Secretary

DEPARTMENT Central Secretarial Services

ADDRESS Broadmoor Manufacturing Company
9 River Drive
Kingsport, TN 38114

TELEPHONE NO. (615) 851-2141 ORDER NO. 4008

DATE RECEIVED ________ DATE PROMISED ________

DESCRIPTION OF WORK Keyboard correspondence from the cassette tape inserting appropriate standardized paragraphs from the attached sheet.

SPECIAL INSTRUCTIONS Get the cassette tape from your supervisor.

WORK ASSIGNED TO ________

DATE COMPLETED ________ PICKED UP ____ DELIVERED ____

APPROVED BY: ________

The person who wants to get ahead on the job has to learn how to use common sense. It is fine to know and to be able to quote the rules, but it is better to know when the exact rule ought to be set aside. You have to analyze the situation. A report can be set up in manuscript style, for example, but if you have to duplicate it, you might be smarter to use single-spacing so that you will get the report on fewer stencil or master sheets.

On the other hand, the saving of paper might not be as important as making a better impression on the executives to whom you will send copies of the report; you must use your judgment. You must choose between the quick shortcuts and the longer methods that give a more attractive product. You must realize that there is a right time for each.

Good judgment in such matters might not come until you have risked a few mistakes. You should repeat some of your jobs, when time permits, trying to arrange them in a different way, or trying to fit them on a smaller size of paper, or taking other liberties with the exact directions. True, you must be quick to do what you are told to do--but you must nurture your judgment skill as well.

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME John J. Smith, Jr.

TITLE Service Manager

DEPARTMENT Sales

ADDRESS Smith Textiles
84 Barrington Boulevard
San Antonio, TX 71121

TELEPHONE NO. (512) 745-3330 ORDER NO. 4009

DATE RECEIVED ________ DATE PROMISED ________

DESCRIPTION OF WORK Keyboard correspondence from the cassette tape using the variable inserts.

SPECIAL INSTRUCTIONS Get the cassette tape from your supervisor.

WORK ASSIGNED TO ________

DATE COMPLETED ________ PICKED UP ____ DELIVERED ____

APPROVED BY: ________

DICTATION MATERIAL FOR LETTER

This letter is to Miss Dorrie Anne Barr, of Watts and Sons Company at 3502 Seventh Avenue in Fort Worth, TX 76101.

(SALUTATION)

Thank you for all those kind things you said about our fabrics in the letter you wrote us on June 10. Although we have received letters in the past which gave tribute to the colors and patterns built into our line of fabrics, we have never before received one that described so vividly how a drape was torn down and used to smother a fire that had started. Miss Barr, you certainly thought quickly! Your letter was so novel that it has been shown to most of our executive staff, all of whom wondered whether you might permit us to tell your story in our advertising. May we have your permission? (PARAGRAPH)

Please fill out and return the enclosed card giving our company authorization to use your testimony. (COMPLIMENTARY CLOSE)

From John J. Smith, Jr., Service Manager (REFERENCE LINES AND ENCLOSURE NOTATIONS)

TYPE THIS LETTER USING: Modified block style
Mixed punctuation
60 space line
Standard letterhead stationery

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Ruth Lawrence

TITLE Supervisor

DEPARTMENT Word Processing Services

ADDRESS Ottoman Word Processing Center
4550 West Paces Ferry Road
Atlanta, GA 30101

TELEPHONE NO. (404) 351-2100 ORDER NO. 4010

DATE RECEIVED ______ DATE PROMISED ______

DESCRIPTION OF WORK Dictate these three letters on to a cassette tape. Be sure to use good dictation procedures. Check the original documents carefully for errors.

SPECIAL INSTRUCTIONS Get the cassette tape from your supervisor. An example is given to help you.

WORK ASSIGNED TO ______

DATE COMPLETED ______ PICKED UP ____ DELIVERED ____

APPROVED BY: ______

A good dictator must organize his/her thoughts based on what needs to be said. When there is an original document, the dictator must read over the document and make an outline of the points to be covered in dictation. The original document should be checked carefully for errors.

EXAMPLE

The script that is shown below is typed as you would hear it if you were transcribing from machine dictation. The word or words appearing in parentheses represent directions or spellings given by the dictator.

(Secretary, this is Robin Lindsey--- L-i-n-d-s-e-y) Editor, Business Chronicle---(C-h-r-o-n-i-c-l-e) dictating this letter)

(The name and address are---)

Mr. Keath Kline---(K-l-i-n-e)---(comma)
President
McCormick Insurance Co.
52 Circle Drive
Savannah---(comma)---GA 35601

Dear Mr. Kline

(Paragraph One)---On November 10---(comma)---I will meet you in Atlanta for our annual business meeting of the Service Clubs of America---(period)---(You are to dictate the three documents in the same way)

960 Ronco Blvd.
Syracuse, New York 28903
January 24, 1985

Mr. C. M. Hopkins
Tinco Telephone Company
290 Delaware Avenue
Knoxville, TENN 02075

#
Dear Mr./Hopkins

Thank you for your letter of December 29th with reference to your order for 5,000 printed payroll checks covered by our Acknowledgment No. 34562098

We have further checked with our Manufacturing Department regarding shipment fo✓your order and we find that it will be pOssible to mail you 500 checks via parcel post, on February 1st. The balance of your order will follow via express.

Sincerely yours

Daniel Peyton

1867 Flintington Rd.
Cambridge, MASS 86046
January 10, 1984

Mrs. Frankie Haskins, Director
Railing Farms Business School
College of Women
Warwick, New Jersey 34261

Dear Mrs. Haskins

Thank you very much for sending me the address of the Dean of your school. I shall write to him immediately concerning the matter you and I discussed in our earlier correspondence.

I will be on campus in a few days and at that time, I have planned to stop by your office to say thank-you in person. I appreciate your help very much.

Very truly yours

Carole Frost

Clinton Heights
Dexter, GA 29001
December 20, 1984

Office Sales, Inc.
3215 Sanders Street
Dallas, Texas 20981

Gentlemen

This will acknowledge your letter of November 1 regarding your current activities on Super Typewriter sales in your territory.

With reference to the distributor contract, we are sending you, under separate cover, revised copies which include the changes requested, namely territorial reduction and change of effective dates. Please sign the three copies and return them to me for final execution.

I sincerely hope that we will be receiving additional orders from you and that the volume of sales in your territory will show continuous improvement.

Sincerely yours

Duane Canster

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Mrs. Paul Raskin

TITLE Director

DEPARTMENT Business World Limited

ADDRESS Federal Plaza
Washington, DC 32017

TELEPHONE NO. (202) 742-2122 ORDER NO. 4011

DATE RECEIVED ____ DATE PROMISED ____

DESCRIPTION OF WORK Dictate a reply to the attached letter on to a cassette tape.

SPECIAL INSTRUCTIONS Get the cassette tape from your supervisor.

WORK ASSIGNED TO ____

DATE COMPLETED ____ PICKED UP ____ DELIVERED ____

APPROVED BY: ____

ORIGINAL DOCUMENT

1502 Parkway Road
Norfolk, Virginia 16042
December 15, 1984

Mrs. Paul Raskin, Director
Business World Limited
Federal Plaza
Washington, D.C. 20017

Dear Mrs. Raskin

In our conversation of November 10, we discussed a Style Manual developed, and is now being used; by your company TYPEWRITING MADE EASY.

Please inform me on the necessary steps I must take to receive a copy of that Manual. I think it is just what I need for my office training students.

I will appreciate your immediate response.

Sincerely yours

Cassandra Rivers, Teacher
Parks Vocational School

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Margaret Alden

TITLE Supervisor

DEPARTMENT Laides Apparel

ADDRESS Alden's Enterprises
60 Broadview Circle
Savannah, GA 31011

TELEPHONE NO. (912) 747-1312 ORDER NO. 4012

DATE RECEIVED ____________ DATE PROMISED ________

DESCRIPTION OF WORK Type this mailing list in final form.
Store it and print out one (1) copy.

SPECIAL INSTRUCTIONS See my note for additional instructions.
Be sure to arrange the names in alphabetical order.

WORK ASSIGNED TO ____________

DATE COMPLETED ____________ PICKED UP ____ DELIVERED ____

APPROVED BY: ____________

DIRECTIONS: Center the following mailing list both vertically and horizontally with double spacing; 6 spaces between columns; TS after heading. Store this document and print out 1 hard copy.

Mailing List

Name	Street	City/State/ZIP
Mrs. Bonnese Everett	601 N. Maine	Palo Alto, CA 94306-1461
Mr. Timothy Brickett	850 Parklane	Nashville, TN 38107-2541
Mr. Robert Brownlee	6118 Kingsby Place	New York, NY 10020-2465
Miss Zena Huckley	10 Payton Place	Passaic, NJ 07055-3218
Mrs. Roslyn Clements	3066 Riverdale Lane	Huntsville, AL 35811-6200
Mrs. Marietta Josten	115 Ross Avenue	Floral Park, NY 11003-2542
Mr. Carlton C. Hockey	123 Darling Street	Allentown, PA 18105-1254
Mrs. Stewart Crabapple	101 Ohio Street	San Jose, CA 95125-5012
Ms. Sue Evanston	122 S. 56th Street	Tulsa, OK 74111-3041
Mr. Jamie T. Elberidge	1016 Piney Cone Rd.	Chicago, IL 60607-3121

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Teri James

TITLE Secretary

DEPARTMENT Principal's Office

ADDRESS Spartandale High School
Route 72
Cleveland, OH 44111

TELEPHONE NO. (513) 525-5555 ORDER NO. 4013

DATE RECEIVED ______ DATE PROMISED ______

DESCRIPTION OF WORK Keyboard the attached form letter and mailing list. Send one (1) copy of the letter to each client listed. Address an envelope for each.

SPECIAL INSTRUCTIONS Use the stationery provided.

WORK ASSIGNED TO ______

DATE COMPLETED ______ PICKED UP ____ DELIVERED ____

APPROVED BY: ______

(Current Date)

(Address)

(Appropriate salutation)

We appreciate your enthusiastic response to our request for sponsor~~ship~~. We are anticipating a long and enjoyable relationship between Spartandale High and your company.

The coach of the softball team, Felton Jemison, would be the best source of information concerning the needs of the team.

The season starts the third week in August. If we can be of help in any other way, please let us know.

~~Again~~ thanks again for your support.

Sincerely yours

Darcus Hendricks, Principal

xx

Enclosure

Name	Street	City/State/ZIP
Mrs. Nelda Cooper	679 Zernway Drive	Cleveland, OH 44111
Mr. Leonard Tinbreaker	4893 E. 97 Street	Cleveland, OH 44114
Mr. Saul Zlakey	5281 Superior Avenue	Euclid, OH 44111
Mrs. Craddie Kurlie	45 Erieview ~~Terrace~~ Towers	Cleveland, OH 44111
Ms. Joan Koch	5281 Sunset Drive	Berea, OH 44128
Mr. Condor Fennell	1555 Hilliard Avenue	Lakewood, OH 44127
Ms. Flossie Clough	2832 Mayfield Road	Terrace Park, OH 45174
Ms. Sheila Crawley	224 Van Aken Boulevard	Shaker Heights, OH 44125
Mrs. Ahme Zrisbee	251 Plymouth Street	Bedford, OH 44146
Mr. André Semeth	3440 Virginia Avenue	Parma, OH 44134

pages 43-51
removed

duplicate forms

SPARTANDALE HIGH SCHOOL

ROUTE 72

Cleveland, OH 44111

Pages 53-61
removed.
Duplicate forms

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Ruth Lawrence

TITLE Supervisor

DEPARTMENT Word Processing Services

ADDRESS Ottoman Word Processing Center
4550 West Paces Ferry Road
Atlanta, GA 30101

TELEPHONE NO. (404) 351-2100 ORDER NO. 4014

DATE RECEIVED DATE PROMISED

DESCRIPTION OF WORK Prioritize (rank) the attached typing tasks.

SPECIAL INSTRUCTIONS See my note for additional instructions.

WORK ASSIGNED TO

DATE COMPLETED PICKED UP DELIVERED

APPROVED BY:

PROCEDURES

Companies vary on the way they set priorities or the order in which items are typed in their business offices. Most important, though, is that in communications there are documents that must precede other documents. Keeping in mind that all documents created by originators are important, use the items below to rank tasks you will have to complete.

1. RUSH (first to be typed with no regards to time received).
2. CONFIDENTIAL (second to be typed with no regards to time received).
3. ROUTINE (complete in order of time received).

ARRANGE TYPING TASKS BY ORDER OF PRIORITY - Number each item in the blank space provided before each in the order in which you will type them.

	Task	Time Received	
___	Letter to Mr. Calhoun	9:45 a.m.	RUSH
___	Report on financing	1:30 p.m.	ROUTINE
___	Memo to all administrators	11:50 a.m.	ROUTINE
___	Letter to Dr. Jones	9:15 a.m.	CONFIDENTIAL
___	Letter to Mrs. Tucker	8:30 a.m.	ROUTINE
___	Transcribe a letter to Mr. Franks	1:45 p.m.	RUSH
___	Report on dictation methods	2:30 p.m.	ROUTINE
___	Letter to Ms. Lawrence	11:15 a.m.	ROUTINE
___	Transcribe a letter to Dr. Franklin	10:30 p.m.	CONFIDENTIAL
___	Memo to editing department	3:15 p.m.	ROUTINE

NOTE: Refer to your Procedures Sheet given with these tasks. Read it carefully before beginning this job.

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Ramsey T. Fortson

TITLE Training Materials Developer

DEPARTMENT Training

ADDRESS Human Resources Developers, Inc.
5400 Austin Drive
Austin, TX 65032

TELEPHONE NO. (408) 801-9166 ORDER NO. 4015

DATE RECEIVED ________ DATE PROMISED ________

DESCRIPTION OF WORK Transcribe the dictation on this tape into mailable form. Use the letterhead provided.

SPECIAL INSTRUCTIONS Get the cassette tape from your supervisor.

WORK ASSIGNED TO ________

DATE COMPLETED ________ PICKED UP ____ DELIVERED ____

APPROVED BY: ________

PROCEDURES FOR TRANSCRIBING

1. Rough Drafting - This procedure is used widely. The time element involved in making a rough draft, then revising and keyboarding a final copy leaves a lot to be desired. Turnaround time is one of the points upon which a person is evaluated in word processing offices.

2. Previewing - Some transcribers seem to need the added task of listening to the complete tape before beginning to transcribe because of the fear of error making. This fear can be overcome by organizing.

3. Transcribing Immediately - Organization is very important to being a successful transcriber. Transcribing on a first-time-final basis saves time and energy and some training is needed. Good communication skills are necessary for this procedure.

NOTE: The procedure that will most likely be used in a Word Processing Center will be that of transcribing immediately.

RADFORD PRINTING COMPANY

P.O. Box 1602, Warwick, MA 65021

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Minnie Smith

TITLE Supervisor

DEPARTMENT Word Processing Center

ADDRESS Smith's Office Services
9000 Lankin Drive
Macon, GA 30191

TELEPHONE NO. (404) 425-5678 ORDER NO. 4016

DATE RECEIVED ______ DATE PROMISED ______

DESCRIPTION OF WORK Type the attached documents in final form using the stationery provided.

SPECIAL INSTRUCTIONS ______

WORK ASSIGNED TO ______

DATE COMPLETED ______ PICKED UP ____ DELIVERED ____

APPROVED BY: ______

Previous page removed. Duplicate form

November 26, 1984

Mr. Lincoln C. Rankins
728 Snyder Avenue
Jersey City, NJ 07302

Dear Mr. Rankins

We shall be happy to have you call at our office next Monday afternoon. You have expressed an interest in our financing your purchase of a new home, we will be pleased to discuss the matter with you.

Either Mr. Carl Stone or Ms. Frankie Paulsen will be available to work with you. Please ask for one of them when you arrive. I have given each of them, a memorandum outlining the conversation we had last week. Mr. Stone and Ms. Paulsen are both specialist in the home financing field. They are, therefore; well qualified to advise you.

Thank you for giving Central Savings and Loan Association this opportunity to serve you.

Very truly yours
Ricco T. Cramer
Vice President

DATE: January 25, 19--
FROM: Windell C. Grinder, Sales Manager
TO: All Sales Personnel
SUBJECT: CONCORD OIL PRODUCTS

It will be to our advantage to put forth a great deal of effort to boost the sales of the New Concord Oil Product during January. Our team of salesmen has made some sales, on the whole, sales have not been very good.

This new product has such great lubricating ability, we produced a large quantity in hope that it would sell itself. I am sure, your best effort will be put forth to bring about an excellent showing.

xx

HOMEOWNERS SAVINGS & LOAN
2037 PRESCOT PLAZA
SUSUZKI, NEW JERSEY 32104

CONCORD OIL PRODUCTS

INTEROFFICE MEMORANDUM

DATE:

FROM:

TO:

SUBJECT:

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

W O R K O R D E R

NAME Robert Nash

TITLE Agent

DEPARTMENT Insurance

ADDRESS Hanford Insurance Agency
7500 Broad Street
Metter, GA 37112

TELEPHONE NO. (912) 712-1422 **ORDER NO.** 4017

DATE RECEIVED ____ **DATE PROMISED** ____

DESCRIPTION OF WORK Proofread the attached letter and type it in final form.

SPECIAL INSTRUCTIONS ____

WORK ASSIGNED TO ____

DATE COMPLETED ____ **PICKED UP** ____ **DELIVERED** ____

APPROVED BY: ____

759 Broad Street
Dublin, GA 31021
December 6, 1984

Insurance Division
General Life Insurance Co.
Hartford, Connecticut 30981

Gentlemen,

We are enclosing Policy No. ~~68429~~ 52304 coinsurance cession which has been reduced from $8,000 to $5,000 as requested in your letter of November 15. We will include the refund of ~~$256.22~~ to you when sending our next refund check. 352.10

On the revis~~s~~ed cession, you have shown the insurance now applied for as $3,000. It seems to us from your letter that this amount should be shown as $5,000 and we have taken the liberty of making this change on the cession. We would appreciate your letting us know whether or not this is correct.

Very truly yours

Robert Nash

INSERT

If the corrected amount is $5,000, there will be no need to write. We have made the change as stated.

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Wilma Bradford

TITLE Administrative Support Secretary

DEPARTMENT Word Processing

ADDRESS Kelley's Helpers
6721 West Morrison Road
Dublin, GA 31021

TELEPHONE NO. (912) 297-7717 ORDER NO. 4018

DATE RECEIVED ______ DATE PROMISED ______

DESCRIPTION OF WORK Using the attached handwritten memo and list of variables, merge the memo and variables to form two individual memos.

SPECIAL INSTRUCTIONS Make sure that all corections are made!

WORK ASSIGNED TO ______

DATE COMPLETED ______ PICKED UP ____ DELIVERED ____

APPROVED BY: ______

TO: (1)
FROM: (2)
SUBJECT: (3)
DATE: (4)

We have received (5) boxes of carbon paper. Upon checking with my (6) no one remembers placing such an order. We have made it a rule not to use carbon in our office, because all of our equipment has some memory. We also have a small copier.

Please check your (7) and let me know what to do with the carbon.

XX

VARIABLES

MEMO I

1. Mr. Winfred Collins, Supply Department
2. Mrs. André Shuman, Administrative Secretary
3. Shipping Error
4. (Current Date)
5. Six
6. Staff
7. records

MEMO II

1. Ms. Katrina Riner, Materials Manager
2. Mr. Calvin Turner, Word Processing Center
3. Delivery Error
4. (Current Date)
5. eight
6. people
7. bills

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Jon Best

TITLE President

DEPARTMENT FBLA

ADDRESS Lakeview-Ft. Oglethorpe High School
1101 Battlefield Parkway
Ft. Oglethorpe, GA 30742

TELEPHONE NO. (404) 866-0342 ORDER NO. 4019

DATE RECEIVED ______ DATE PROMISED ______

DESCRIPTION OF WORK Edit the attached memorandum by correcting all errors with proofreader's marks. Keyboard the corrected memorandum in final form on the memo form provided. Print one copy.

SPECIAL INSTRUCTIONS ______

WORK ASSIGNED TO ______

DATE COMPLETED ______ PICKED UP ____ DELIVERED ____

APPROVED BY: ______

FBLA Executive Counsel

Jon Best

(Today's Date)

Agenda Planning for region 1 Mini-Conference

We well concentrate on planing the Agenda for the annual FBLA Mini-Conference at teh Executive Councel meeting next Monday October 15. Agenda items previously approved are as follows,

1. Judges will be selected from local post-secondary schools and busineses.
2. Contestants must transport his or her own equipment to the contest sight.
3. Refreshments will by provided for advisors by our locale FBLA chapter.
4. All events requiring objective tests will be answered no Scan-Tron answer sheats.
6. Registration will begin at 9:00 a.m. in the fafateria.

Additional agenda items should be submited to me before the meeting. All suggestions are welcome. We want too have the best Mini-Conference in Georgia.

xx

FUTURE BUSINESS LEADERS
of AMERICA

MEMO

TO:

FROM:

SUBJECT:

DATE:

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Jon Best

TITLE President

DEPARTMENT FBLA

ADDRESS Lakeview-Ft. Oglethorpe High School
1101 Battlefield Parkway
Ft. Oglethorpe, GA 30742

TELEPHONE NO. (404) 866-0342 ORDER NO. 4020

DATE RECEIVED ____ DATE PROMISED ____

DESCRIPTION OF WORK Proofread, edit, keyboard, print and store one (1) copy of the handwritten minutes that are attached.

SPECIAL INSTRUCTIONS Get the diskette from your supervisor.

WORK ASSIGNED TO ____

DATE COMPLETED ____ PICKED UP ____ DELIVERED ____

APPROVED BY: ____

Page 82 removed
Duplicate form.

Minutes
Future Business Leaders of America
September 17, 1984

Time & Place of Meeting

The regular meeting of the Lakeside High School Chapter of F.B.L.A. was called to order by the president, Jon Best in Room 210 of Lake High School at 6:30 p.m.

Attendance

Roll wass called by the secretary, Kim Winters, showing 35 memembers present. This constituted a quorum.

Approval of Minutes

The minutes of the first meeting on Sept. 8 were red and approved.

Treasurer's Report

Chris Scott, treasurer, reported:

Balance brot forward	$ 145.30
Receipts from dues	240.00
	385.30
Expenses of Cookout	48.15
Balance	337.15
Set aside for state & local dues	240.00
Unencumbered balance	97.15

Old Business

President Best reminded everyone that the Tom Wat showcases would be delivered to members on Sept. 24 and appointed Joy Croft as chairman of the Tom Wat fund raising committee. The vice president, Kim Biddy, distributed release forms to all students checking out a showcase.

The induction and installation ceremonies were discussed. A motion was made that the induction/installation be held at the Frist Baptist Church at 6:30 p.m. on October 8 1984. Jane Dixon was appointed as chairman of the committee to plan the ceremony/meeting.

New Business

A committee consisting of Chris Scott, Mike Jackson and Paula Mason. They will plan a "trick-or-treat" outing at the nursing home for October 31.

Announcements

The next meeting will be Oct. 8 at Jon Best's home.

The meeting adjourned at 7:35 p.m.

Respectfully submitted,
Kim Winters, Secretary

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Jon Best

TITLE President

DEPARTMENT FBLA

ADDRESS Lakeview-Ft. Oglethorpe High School
1101 Battlefield Parkway
Ft. Oglethorpe, GA 30742

TELEPHONE NO. (404) 866-0342 ORDER NO. 4021

DATE RECEIVED ______ DATE PROMISED ______

DESCRIPTION OF WORK Recall the September 17 minutes of the FBLA meeting that you stored. Make the changes indicated on my attached note.

SPECIAL INSTRUCTIONS ______

WORK ASSIGNED TO ______

DATE COMPLETED ______ PICKED UP ____ DELIVERED ____

APPROVED BY: ______

Using the delete and insert functions of your word processor, make the revisions indicated below:

1. Change "Chairman" to "Chairperson" each time it occurs.

2. Under "Time and Place of Meeting", change the time of the meeting to 7:30 p.m.

3. Under "Old Business" in the second paragraph after "a motion was made", insert "and seconded."

4. Under "Old Business" in the second paragraph after "October 8, 1984," add a new sentence -- "The motion carried."

Print one copy in final form.

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Sam Sunbright

TITLE President

DEPARTMENT Marketing

ADDRESS Solar Energy Systems, Inc.
P. O. Box 290
Ray Springs, CO 76143

TELEPHONE NO. (303) 423-1000 ORDER NO. 4022

DATE RECEIVED ____ DATE PROMISED ____

DESCRIPTION OF WORK Proofread, edit, keyboard, print and store one copy of the attached letter.

SPECIAL INSTRUCTIONS See my attached note for additional instructions. Get the diskette from your supervisor.

WORK ASSIGNED TO ____

DATE COMPLETED ____ PICKED UP ____ DELIVERED ____

APPROVED BY: ____

ADDITIONAL INSTRUCTIONS:

The attached letter contains a variety of errors, including spelling, word usage, grammar, punctuation, etc. Using a dictionary when necessary, proofread and edit the letter. Then, keyboard the letter in modified block format with blocked paragraphs and open punctuation. Print on the letterhead provided and turn in to your supervisor one copy of your letter in final form and store it in the memory of your word processor or on your data diskette for future use.

(Today's date)

Mr. James Patterson
Nationwide Energy Equipment Company
P. O. Box 330
Jackson, AL 79949

Dear Mr. Patterson:

Think your for your interest in the Solar Enargy System. The market profit potential for this revolutionery system is trememdous. The possibilaty of marketing this system to compliment the energy systems you are presently selling appear excellant.

An exclusive state dealership is now available for the State of Alabama. Complete details are outline in the enclosed merchandizing brochure. The many advantages of the Solar Energy System is explained in the introductary section. Please read the material thoroghly and let me know of your have any questions.

The best way two understand and appreciat the posibilities for the Solar Energy System is to actually use the heater. To let you experience for yourself the advantages of this system, our introduction offer to a prospector dealer is $500. Enclosed is an order form form your convenience.

I will be in Montgomery in approximately two weaks. If you are interested in becoming an Solar Energy System dealer I can come by too see you at that time. Please call my office to set up a appointment. I am looking foreward to a highly profitable business venture with you.

Sincerly,

Sam Sunbright
President

Enclosurs

xx

SOLAR ENERGY SYSTEMS, INC.
P. O. Box 290, Ray Springs, CO 76143

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Sam Sunbright

TITLE President

DEPARTMENT Marketing

ADDRESS Solar Energy Systems, Inc.
P. O. Box 290
Ray Springs, CO 76143

TELEPHONE NO. (303) 423-1000 ORDER NO. 4023

DATE RECEIVED ______ DATE PROMISED ______

DESCRIPTION OF WORK Recall the letter that you just stored and make the revisions indicated on the attached copy. Print one copy of the revised letter on the letterhead provided.

SPECIAL INSTRUCTIONS See my attached note for additional instructions.

WORK ASSIGNED TO ______

DATE COMPLETED ______ PICKED UP ____ DELIVERED ____

APPROVED BY: ______

Recall the letter that you previously stored in your word processor or on your data disk.

Using the delete and insert functions of your word processor, make the revisions indicated by your supervisor or the revisions indicated on the attached letter. Print one copy of your letter in final form on the letterhead provided.

SOLAR ENERGY SYSTEMS, INC.
P. O. Box 290, Ray Springs, CO 76143

(Today's Date)

Mr. James Patterson
Nationwide Energy Equipment Company
P. O. Box 330
Jackson, AL 79949

Dear Mr. Patterson:

Thank you for your interest in the Solar Energy System. The market profit potential for this revolutionary system is tremendous. The possibility of marketing this system to complement the energy systems you ~~are~~ presently have on the market in Alabama ~~selling~~ appears excellent.

An exclusive state dealership is now available for the State of Alabama. Complete details are outlined in the enclosed merchandising brochure. The many advantages of the Solar Energy System are explained in the introductory section. ~~Please read the material thoroughly and~~ let me know if you have any questions.

The best way to understand and appreciate the possibilities for the Solar Energy System is to actually use the heater yourself. To ~~let~~ you experience ~~for yourself~~ the advantages of this system before selling it to your customers ~~our introductory~~ we are offer ing it to you as ~~to~~ a prospective dealer ~~is~~ for $500. Enclosed is an order form for your convenience.

I will be in Montgomery in approximately two weeks. If you are interested in ~~becoming~~ a Solar Energy System dealer ship, I can come by to see you at that time. Please call my office to set up an appointment. I am looking forward to a highly profitable business venture with you.

Sincerely,

Sam Sunbright
President

Enclosure

xx

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Shirley Franklin

TITLE Supervisor

DEPARTMENT Documents Processing

ADDRESS Data-Documents, Inc.
9 Kramer Street
Dalton, GA 33445

TELEPHONE NO. (404) 345-6789 ORDER NO. 4024

DATE RECEIVED ____ DATE PROMISED ____

DESCRIPTION OF WORK Keyboard the handwritten income statement and balance sheet in proper form. Print and store one (1) copy of each document.

SPECIAL INSTRUCTIONS See my attached note for additional instructions.

WORK ASSIGNED TO ____

DATE COMPLETED ____ PICKED UP ____ DELIVERED ____

APPROVED BY: ____

Create a document and keyboard the attached income statement and balance sheet in an acceptable financial statement format. Use the decimal alignment feature of your word processor to correctly align the decimals.

Print one copy of each financial statement on plain paper. Store each document in the memory of your word processor or on your data disk for future use.

FBLA Bookstore
Balance Sheet
For Year Ending June 30, 19XX

Assets		
Supplies on Hand......	$ 143.75	
Cash on deposit in Office..	691.44	
Accounts receivable....	134.16	
Total assets........		$ 969.35
Liabilitie's		
Accounts Payable	240.13	
Total Liabilitie's		240.13
Equity		
Capital	500.00	
Profit from sale of goods	229.22	
Total equity		729.22
Total Liabilitie's + equity		969.35

SOLAR ENERGY SYSTEMS, INC.
Income Statement
Fiscal Year Ended April 30, 19XX

Income:	
Net sales	$715,973,916
Other income	1,950,410
Total Income	717,924,326
Costs and expenses:	
Merchandise & warehousing	643,757,278
Sales & administration	44,466,020
Interest expense	1,483,142
Depreciation	4,584,377
Total costs & Expenses	694,290,817
Income before income taxes	23,633,509
Provision for income taxes	10,463,000
Net Income	$13,170,509

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Natalie Woods

TITLE Supervisor

DEPARTMENT Central Secretarial Services

ADDRESS Womack Industries
987 Interstate North
Rock Spring, GA 39876

TELEPHONE NO. (404) 721-8191 ORDER NO. 4025

DATE RECEIVED ______ DATE PROMISED ______

DESCRIPTION OF WORK Transcribe correspondence from the cassette tape in order of importance.

SPECIAL INSTRUCTIONS Get the cassette tape from your supervisor.

WORK ASSIGNED TO ______

DATE COMPLETED ______ PICKED UP ____ DELIVERED ____

APPROVED BY: ______

Please transcribe in final form the correspondence on the cassette tape that you should get from your supervisor. I am not sure what I have recorded on this tape, but some of the correspondence is urgent. Transcribe these first. Remember--sign all my correspondence as follows:

Sincerely, Lionel (L-i-o-n-e-l) Radcliff (R-a-d-c-l-i-f-f)
Radcliff Commercial Developers

RADCLIFF COMMERCIAL DEVELOPERS

9864 Dimension Boulevard
Bradley, GA 32000

(912) 987-2865

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Jon Best

TITLE President

DEPARTMENT FBLA

ADDRESS Lakeview-Ft. Oglethorpe High School
1101 Battlefield Parkway
Ft. Oglethorpe, GA 30742

TELEPHONE NO. (404) 866-0342 ORDER NO. 4026

DATE RECEIVED ____________ DATE PROMISED ________

DESCRIPTION OF WORK Proofread the two attached letters using the proofreader's marks that are provided. Keyboard the letters making all corrections and print one copy of each on the letterhead provided.

SPECIAL INSTRUCTIONS ____________

WORK ASSIGNED TO ____________

DATE COMPLETED ____________ PICKED UP ____ DELIVERED ____

APPROVED BY: ____________

Pages 102-105
removed.
Duplicate forms

PROOFREADER'S MARKS

℘	Take out;delete	Delete these ~~very unnecessary~~℘ words.
^	Insert copy shown	Insert copy sh$\overset{w}{\wedge}$on.
#	Insert a space	Insert a space when‸needed. #
Cap (or) ≡	Capitalize	the first word of a sentence begins with a capital letter.
lc (or) /	Lowercase	Do not capitalize /Incorrectly.
‸,	Insert comma	Do not omit this comma‸, and the sentence will be correct.
____	Underline or italics	Underline the title of a book, such as _The Sound and the Fury_.
SS	Single-space	3. When typing entries for enumerated items, single-space the second line of each entry. ∠SS
DS	Double-space	DOUBLE-SPACE AFTER A MAIN HEADING ∠DS
TS	Triple-space	Triple-space After a Secondary Heading ∠TS
[	Move to the left	[Move copy to the left.
]	Move to the right	]Move copy to the right.
∾	Transpose;turn around	To transpose is to around∾turn copy.
⊙	Insert period	Insert a period at the end of a sentence⊙
⁐	Close up space	Close up a spac⁐e when needed.
stet	Let it stand	Let ~~these words stand~~℘ stet
no ¶	No paragraph	no ¶ Do not begin a paragraph here.
○ sp	Spell out	① sp rule is to spell out a figure beginning a sentence.
⌈ ⌉	Move up	Move ⌈this copy⌉ up.
⌊ ⌋	Move down	Move ⌊this copy⌋ down.

(Today's Date)

Dr. Noland Spalding
Regional mental Health Center
550 First Streat
Ft. Oglethorpe, GA 30742

Dear Dr. Spalding:

The Lakeveiw Chapter for the Fugure Bussiness Leaders of America would like to think you for speakin toour anual Parent Apreciation Banquet last Friday evening at the Down Town Sheraton. You're suggestions for stres management have left us all thanking about ourselves andour relations with our parent's and associates.

I can truely say that I have never heard a more possitive response to aa after dinner speaker than the comments I have herd from our members and advisors about your presentation. Thank You for such helpful tips on how to manage our lives and reduce our tensions.

Sincerely;

Janice Jackson, Secretery
Lakeview High School Chapter
Fu:

(Today's Date)

Mrs. Charlotte Smithy
Executive Secretary
The Polar Corpration
566 West Peachvine Road
Columbus, GA 30303

Dear Ms. Smithey

I am writting to invite you too be a judge if the annual Future Business Leader's of America state essay contest entitled "We the Young Poeple of America" to be held at teh Memorial regional Librery in Atlanta on April 15 19xx.

As a former winer of this competition, we fell you will be a must qualafied judge. As you no the winner of these competition will represent Georgia FBLA in Washington on May 30.

Please except our invitation by Janurary 15. We well than contact you to confirm travel arrangemenst and contest guidelines. We look foreward to having you as a judge.

Sincerely

Wallace Mason
State Advisor

xx

FUTURE BUSINESS LEADERS of AMERICA

MEMO

TO:
FROM:
SUBJECT:
DATE:

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Jeanette Duffy

TITLE Assistant Vice President

DEPARTMENT Sales

ADDRESS Solar Energy Systems, Inc.
P. O. Box 290
Ray Springs, CO 76143

TELEPHONE NO. (303) 423-1000 ORDER NO. 4027

DATE RECEIVED ____ DATE PROMISED ____

DESCRIPTION OF WORK Transcribe a reply to the letter dictated on the cassette tape. Use proper formatting and the letterhead provided.

SPECIAL INSTRUCTIONS Get the cassette tape from your supervisor. Make sure that there are no errors or differences in the letter.

WORK ASSIGNED TO ____

DATE COMPLETED ____ PICKED UP ____ DELIVERED ____

APPROVED BY: ____

P & M
HEATING SERVICE, INC.

P. O. Box 56 DENVER, CO 58585

March 28, 1984

Mr. Jack Simpson
Solar Energy Systems
P. O. Box 290
Ray Springs, CO 76143

Dear Mr. Simpson:

Subject: Purchase Order #4164

On March 13 I ordered four Modular Gas Heating units, Catalog #711329. Your shipping department has just notified me that these units will be shipped on April 15 at a cost of $2,014 each.

This price does not agree with the price list attached to your 1983 catalog. Since I had not received an updated catalog, I assumed the price to be $1,941.

Please ship the four units only at the original price. If the price is $2,014, you may cancel my order. I enjoy doing business with your company; however, I do not feel price increases should be made without proper notification to your customers.

Thank you for your attention to this request. Please let me know by return mail the status of the order.

Sincerely,

Jack Paty, President
P & M Heating Service, Inc.

xx

Federal law prohibits discrimination on the basis of race, color or national origin (Title VI of the Civil Rights Act of 1964); sex (Title IX of the Educational Amendments of 1972 and Title II of the Vocational Education Amendments of 1976); or handicap (Section 504 of the Rehabilitation Act of 1973) in educational programs or activities receiving federal financial assistance.

Employees, students and the general public are hereby notified that the Georgia Department of Education does not discriminate in any educational programs or activities or in employment policies.

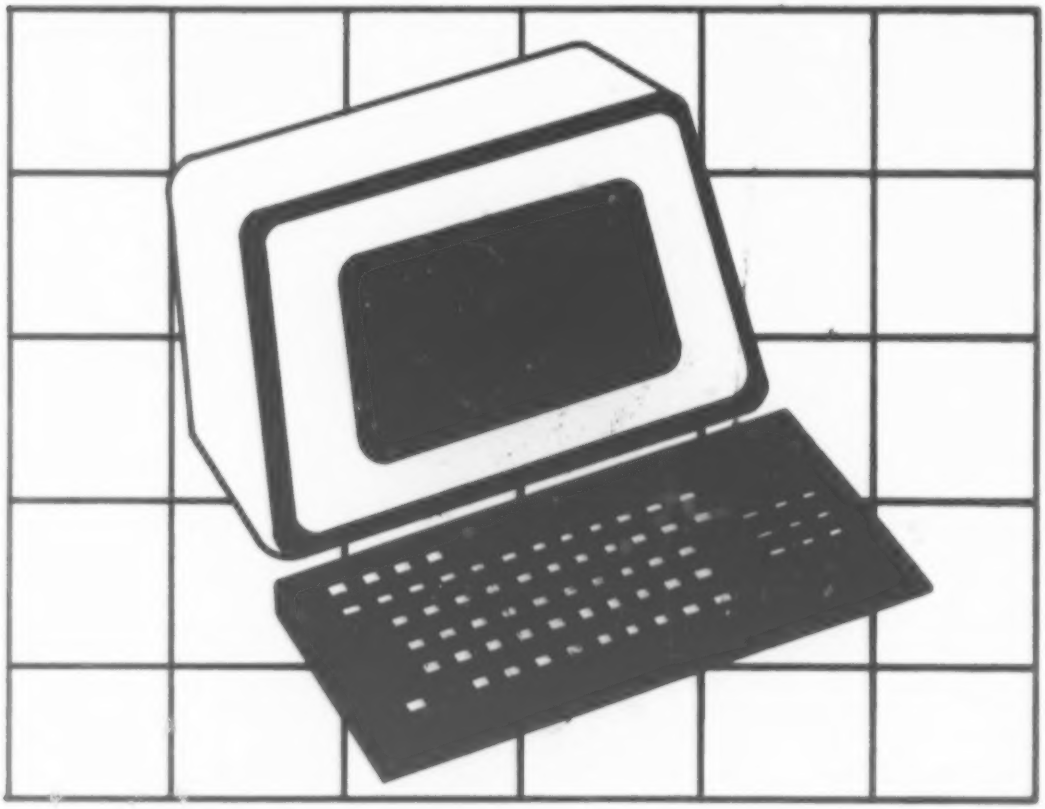
The following individuals have been designated as the employees responsible for coordinating the department's effort to implement this nondiscriminatory policy.

Title II - Ann Lary, Vocational Equity Coordinator
Title VI - Peyton Williams Jr., Associate Superintendent
of State Schools and Special Services
Title IX - Myra Tolbert, Coordinator
Section 504 - Jane Lee, Coordinator of Special Education

Inquiries concerning the application of Title II, Title VI, Title IX or Section 504 to the policies and practices of the department may be addressed to the persons listed above at the Georgia Department of Education, Twin Towers East, Atlanta 30334; to the Regional Office for Civil Rights, Atlanta 30323; or to the Director, Office for Civil Rights, Education Department, Washington, D.C. 20201.

GA 8513306

VOT Enterprises, Inc.



A WORD PROCESSING TASK SIMULATION

EMPLOYER'S MANUAL

[Teacher's Guide]

Georgia Department of Education

Developed and Produced
Under Contractual Agreement with

Program Improvement and Evaluation
Office of Vocational Education
Georgia Department of Education
Atlanta, Georgia 30334
Charles McDaniel, State Superintendent of Schools
1985

VOT ENTERPRISES, INC.

A Word Processing Task Simulation

Prepared and Produced Jointly by

Ms. Ruth Lattimore
East Laurens High School
Dublin, Georgia

Ms. Shirley Forester
Lakeview-Ft. Oglethorpe High School
Ft. Oglethorpe, Georgia

Ms. Sandy Thompson
Lassiter High School
Marietta, Georgia

and

Georgia State University
Atlanta, Georgia

Project Supported by

Office of Vocational Education
Division of Program Improvement
and Evaluation
Georgia Department of Education
Atlanta, Georgia 30334

Dr. Charles McDaniel, State Superintendent of Schools

1985

TABLE OF CONTENTS

Page

Foreword. iv

GENERAL INFORMATION 1

  Components of the Simulation. 1
  Supplies and Equipment. 2
  Time Clocks 2
  Office Reference Manuals. 3
  Personal Appearance 3
  Performance and Progress. 3
  Work Order. 5

KEYS. 6

  Order No. 4000. 7
  Order No. 4001. 10
  Order No. 4002. 13
  Order No. 4003. 16
  Order No. 4004. 19
  Order No. 4005. 21
  Order No. 4006. 23
  Order No. 4007. 24
  Order No. 4008. 26
  Order No. 4009. 28
  Order No. 4010. 30
  Order No. 4011. 31
  Order No. 4012. 32
  Order No. 4013. 34
  Order No. 4014. 37
  Order No. 4015. 39
  Order No. 4016. 43
  Order No. 4017. 46
  Order No. 4018. 48
  Order No. 4019. 51
  Order No. 4020. 54
  Order No. 4021. 57
  Order No. 4022. 60
  Order No. 4023. 62
  Order No. 4024. 64
  Order No. 4025. 67
  Order No. 4026. 74
  Order No. 4027. 77

FOREWORD

This word processing task simulation has been developed for use in office occupations programs at the secondary level. Its primary purpose is to give the student an opportunity to become familiar with the tasks and duties that may be performed by word processing personnel in a real work situation.

Appreciation is expressed to Mrs. Helen Cofer McClain, State Supervisor of Business Education, and Mrs. Floy Baker, Coordinator for Postsecondary Business Education Programs, for their continued support, encouragement, and leadership in this developmental effort.

Appreciation is also expressed to the many business education instructors throughout the state who field tested, evaluated, and provided invaluable feedback on these materials as a part of the revision process.

Doris Rash-Wooten
Project Director
Office Simulation Project

GENERAL INFORMATION

VOT Enterprises, Inc. is a task simulation that is designed to acquaint the student with tasks and duties that may be performed in the accounting, clerical, secretarial, and word processing areas of work.

The task simulation is the simplest form of simulation to implement. It consists of small units that are designed to be completed in a relative short period of time - from fifteen minutes to one hour. Task simulations provide the first opportunity for students to apply previously learned skills in performing realistic office work. The purpose and objectives of the materials being used, as well as how the student's performance will be evaluated, should be explained to the students.

Components of the Simulation

VOT Enterprises, Inc. consists of four Employee's Manuals, four Employer's Manuals, and a set of cassette tapes. To add realism to the materials, the words Employee's Manual and Employer's Manual have been used instead of the traditional words of student work packet and instructor keys.

Each Employee's Manual contains the tasks that the student will be required to perform in a certain field; such as accounting, clerical, secretarial, and word processing. Most of the written materials that are needed to perform the tasks are included in each manual. However, there are some that must be acquired from the supervisor (instructor).

Each Employer's Manual contains the keys to tasks found in each Employee's Manual; for example, the Employer's Manual for word processing contains the keys to the word processing tasks.

The cassette tapes contain information that is needed to perform certain tasks. The scripts to these tapes can also be found in each respective Employer's Manual.

Each Employer's Manual should be taken apart and placed in three-ring binders for easy access and use by the instructor. Each Employee's Manual should be taken apart, and the contents should be placed in an individual file folder with the student's name typed on it. Most of the tasks do not have to be performed in a particular order, and it is not necessary for all students to complete all of the tasks in a particular area. It is up to the instructor as to which tasks will be assigned to each student.

Supplies and Equipment

Most of the written materials that will be needed to perform the tasks are included in each Employee's Manual. However, there are some that must be acquired from the supervisor (instructor). A listing of the supplies and equipment that will be needed to perform each task is found on the guide sheet that precedes each answer key. Most of these items can be found in any business education classroom.

Time Clocks

If time clocks are available, the instructor is encouraged to use them as much as possible. By having to clock in and out, the students are gaining more knowledge as to how certain activities are performed in the real world of work. If time clocks are not available, the instructor is encouraged to have the students fill out work hours on the time cards manually. The primary purpose of this activity is to motivate the students to be present and punctual every day.

Office Reference Manuals

All work that is performed by VOT Enterprises, Inc. must conform to acceptable standards. The instructor should determine which reference manuals the student will use in preparing outgoing work.

Personal Appearance

The instructor should encourage the students to give proper attention to the details of attire and grooming. In addition, they should be encouraged to be courteous and businesslike in their conduct. Excessive personal conversation should be discouraged as it does not present a pleasing atmosphere to fellow workers.

Performance and Progress

The student should always know where he/she stands at VOT Enterprises, Inc. It is one of the instructor's duties to take time out on a regular basis and inform the student of his/her progress. Some of the purposes of keeping students up to date are:

1. To help them pace themselves in the performance of their duties.
2. To show them where improvement may be needed.
3. To let them know what the instructor thinks of their progress.
4. To help them map a route to better performace on the job.

In evaluating the student's performance, the following aspects of measurement should be considered:

1. Completion time
2. Mailability or usability of completed work
3. Organization and work habits
4. Attitude
5. Order in which work is completed
6. Decision-making ability
7. Resourcefulness

After completing the task simulation materials, the students should have a thorough knowledge of the kind of work that will be required of them in the accounting, clerical, secretarial, and word processing fields.

SAMPLE WORK ORDER

VOT ENTERPRISES, INC.

1900 High School Avenue
Secondary, GA 10112

(404) 658-2000

WORK ORDER

NAME Jane Doe (1)

TITLE Accounting Clerk (2)

DEPARTMENT Accounting

ADDRESS J. D. Company
600 Lee Street (3)
Atlanta, GA 31752

TELEPHONE NO. (404) 675-0000 (4) ORDER NO. 5000 (5)

DATE RECEIVED ______ DATE PROMISED ______

DESCRIPTION OF WORK Verify totals and subtotals on accounting forms. (6)

SPECIAL INSTRUCTIONS Review the attached income statement, (7) balance sheet, and capital statement. Verify all subtotals and totals. If changes are needed, draw a single line through the number, write the new number, and initial the change. (8)

WORK ASSIGNED TO ______

DATE COMPLETED (9) PICKED UP ____ DELIVERED ____ (10)

APPROVED BY: ______ (11)

KEYS

Task Title

Order No. 4000

Dictate replies to correspondence

Description

Given two situations, the student will dictate replies on to a cassette tape. The student will use correct dictation procedures.

Materials, Supplies, and/or Equipment

Included: Two typewritten situations

Needed but not Included: Cassette tape
Cassette recorder

Suggested Requirements

Prerequisites: Experience in using correct dictation techniques

Approximate Time to Complete: 20 minutes

Accuracy: 100%

December 15, 1984

Ms. Karen Smith
1034 Franklin Road
Atlanta, GA 30309

Dear Ms. Smith:

Thank you for your recent letter inquiring about the products that our company manufactures.

Our company has always prided itself on producing the best products. We are sure that you will continue to be satisfied with the quality of our new products in the future years to come. We are now in the process of changing our line of products to incorporate new packaging ideas. As soon as our new brochures are available, we will send you the brochures you indicated that you needed as well as a catalog listing all of the items we produce.

Thank you for your letter. Ideas from concerned consumers such as you help us maintain our high-quality standards.

Sincerely,

(your name)

December 15, 1984

Mr. James A. Wilson
Smith Technical Institute
New York, NY 10568

Dear Mr. Wilson:

Thank you for your letter of December 5. We would like to have your class visit our new laboratory. We feel that the tour we offer would be very beneficial to your students, and we appreciate your choice of our company.

Our company's busiest times fall on Mondays and Fridays. On these days your students may view our lab staff working.

The tours are offered at both 10 a.m. and 1:30 p.m. Please contact my secretary about one week in advance so that we may make the necessary arrangements for your class to visit. Also, please indicate at that time the exact number of students who will be attending.

Sincerely yours,

(your name)

Task Title Order No. 4001

Compose, keyboard, and print cover memos and agendas

Description

Given a handwritten copy of the agenda of a meeting, the student will type the agenda in proper form and print 10 copies. The student will also compose an appropriate cover memo, keyboard, and print 10 copies of it, also.

Materials, Supplies, and/or Equipment

Included: Handwritten copy of agenda of meeting

Cover letter information to accompany agenda

Needed but not Included: Access to a copying machine

Plain paper

Letterhead stationery

Suggested Requirements

Prerequisites: Prior knowledge of how to format an agenda and accompanying cover documents

Approximate Time to Complete: Agenda - 15 minutes
Cover memo - 15 minutes

Accuracy: 100% mailable copy

BEST MANUFACTURING COMPANY

BOARD OF DIRECTORS MEETING

APRIL 12, 19--

I. Opening remarks

II. Unfinished business (discussion about all ongoing projects)

III. New business (future projects)

IV. Report from secretary

V. Report from treasurer

VI. General discussion

VII. Adjournment - Dinner

TO: All Board Members

FROM: Board Secretary, Sandy Thompson

DATE: Tuesday, April 11, 19--

SUBJECT: Agenda for Next Meeting

Please find enclosed a copy of the agenda for the next board meeting scheduled for Tuesday, April 12, 19--. The meeting will be held in the Board Room on the seventh floor starting at 4:00 p.m. - 6:00 p.m. Dinner will follow the meeting.

Also enclosed is a copy of our yearly financial statement and a new products catalog. Please review these materials carefully and be prepared to discuss them at length during the meeting.

We are looking forward to seeing you tomorrow. Please call me as soon as possible if you will not be able to attend the meeting.

Enclosures (3)

Task Title Order No. 4002

Proofread and keyboard correspondence

Description

Given several pieces of correspondence containing errors, the student will proofread and keyboard the correspondence in final form making all corrections.

Materials, Supplies, and/or Equipment

Included: Two (2) copies of standard business letters containing errors using:
- (a) Modified block, mixed punctuation
- (b) Full block, open punctuation

Needed but not Included:
- Letterhead stationery
- Secretarial handbook
- Dictionary

Suggested Requirements

Prerequisites: Understanding of how to set up basic letter styles using correct punctuation styles

Approximate Time to Complete: 40 minutes

Accuracy: 100% mailable

2049 North Creek Avenue
Tulsa, Oklahoma 74115
December 15, 19--

Schiller Finance Company
798 West King Street
Tulsa, Oklaboma 74115

ATTENTION: PERSONNEL DIRECTOR

Dear Sir:

Your advertisement in today's Daily Globe for an accounting assistant interests me. I wish to apply for the position.

In addition to a course of general studies in high school, I chose to study bookkeeping and typewriting for two years. Upon graduation, I have used these skills in my job as a records clerk at the Tulsa Savings and Loan Association. I have also been studying accounting in evening school. This year, I would like to find a position that will give me an opportunity to keep accounts as well as records.

The enclosed resume provides a summary of my personal data, education, experience, and interests. It also includes a reference list of people who would attest to my dependability and loyalty and also my skills, ability, and accuracy in handling details.

I am available for a personal interview at your convenience. You can telephone me at 468-3232 before 5:15 p.m. or at 468-3907 after 6:30 p.m. in the evening.

Sincerely yours,

Gary R. Wood

Enclosure (1)

November 12, 19--

Mr. Ervin H. Swillinger
710 Barnwell Street
Columbia, SC 29201-1355

Dear Mr. Swillinger

Subject: Leave of Absence

You have been granted a three-month leave of absence without pay beginning December 1. We sincerely hope you will be able to take care of your health problem during this time. We do not feel we can hold your job any longer than this three-month period.

When you feel you are able to return to work, please contact me and we will discuss the matter further at that time.

Your Palmetto Health and Life Insurance Coverage will continue during your absence. If I can be of any help to you, please do not hesitate to call.

Sincerely,

Dan Thomas
Human Resources Division

pc: Edward Musgrove

Task Title

Order No. 4003

Compose and dictate rough draft of a report and memorandum of transmittal

Description

Given several facts to be included in the report, the student will dictate a rough draft of a report and a memorandum of transmittal on to a cassette tape.

Materials, Supplies, and/or Equipment

Included: Typewritten facts for report

Interoffice transmittal forms for memorandum

Needed but not Included: Cassette recorder

Cassette tape

Suggested Requirements

Prerequisites: Prior knowledge of how to type and format a business report and memorandum

Approximate Time to Complete: 30 minutes

Accuracy: 100%

MEMORANDUM

TO: All Administrative and Department Secretaries, Clerk Typists

FROM: Susan Smith, Word Processing Center

DATE: December 28, 1984

SUBJECT: Centering Horizontally

Enclosed you will find a short report outlining the steps in centering horizontally. Effective immediately, all further correspondence and reports containing titles, agendas, announcements, etc. should follow this procedure in centering.

If you have any further questions regarding these procedures, please contact me as soon as possible in the word processing center.

Enclosures (2)

REGULAR HORIZONTAL CENTERING:

1. Set carriage at midpoint of paper.
2. Press the backspace key once for every two characters or spaces you must center.
3. If you have a single letter left over, do not backspace for this letter.
4. Start typing from this point.

SPREAD HORIZONTAL CENTERING:

1. Separate each letter by ONE space; separate words by THREE spaces.
2. Set carriage at midpoint of paper.
3. Press the backspace key once for every character; backspace once for the blank spaces between words.
4. Do not backspace for the last letter in the word. (excepted)

ALTERNATE METHOD HORIZONTAL CENTERING:

1. Set your carriage at the beginning of the space in which you are to center.
2. Tap the space bar once for each stroke in the words you are centering, and continue tapping the space bar to the end of the space available, counting the strokes to see how many spaces are left over.
3. Dividing your leftovers in half tells you how much the copy has to be indented if it is to be centered.

Task Title Order No. 4004

Keyboard and print manuscript

Description

Given a handwritten copy of a brief manuscript, the student will keyboard the manuscript in proper form incorporating all indicated items.

Materials, Supplies, and/or Equipment

Included: One (1) copy of handwritten manuscript

Needed but not Included: Plain paper

Student is to furnish an appropriate MAIN HEADING for this report.

Suggested Requirements

Prerequisites: Prior knowledge of how to properly set up an unbound manuscript

Approximate Time to Complete: 20 minutes

Accuracy: 100%

CORRECT LETTER PLACEMENT

Judging whether a letter is long or short or average is a problem to the novice, but it is not one to the experienced office typist. Except for a few very short or very long letters, the expert treats all letters as average ones, trusting that he will be able to stretch or squeeze the closing lines enough to balance the letter placement. In most cases he can do so, too, simply by adjusting the signature space from the standard three lines of open space to as few as two or as many as six.

The notations at the end of the letter are a point of easy expanding and squeezing. These may begin as high as level with the identification of the signer or may begin two or three lines below; and these lines may be single-spaced to conserve space, or be double-spaced, to spread the letter out. The enclosure notation is very useful in juggling letter length, for the items to be enclosed might or might not be listed depending on space needs. Almost any letter other than one that is very long or very short can be treated as "average" length.

Task Title

Order No. 4005

Compose a business letter

Description

Given the name and address of the correspondent, the specific facts and ideas to be communicated, the salutation, the way in which the originator of the letter is to be identified, and the identity of any enclosures to be mentioned, the student will compose a business letter using an acceptable business letter format.

Materials, Supplies, and/or Equipment

Included: Letterhead stationery

One (1) copy of information for letter

Needed but not Included: Booklet for enclosure notation

Order forms

Reservation forms

Suggested Requirements

Prerequisites: Prior knowledge of how to set up a standard business letter including enclosure notations

Approximate Time to Complete: 15 minutes

Accuracy: 100%

December 31, 1984

Mr. David K. Starnes, Manager
Rike's Department Stores
1900 Main Street
Dayton, Ohio 45106

Dear Mr. Starnes

Thank you for your kind letter of inquiry regarding our new line of sweaters, designer shirts and slacks, and ties. We regret to inform you, however, that our new line of fashions will not be available to wholesale buyers until June, 1986. However, we are enclosing a new catalog showing our line of fashions for your consideration.

If you decide to purchase any of our merchandise, please use the convenient, new order forms which we have enclosed. Or, if you would prefer to see our line of fashions in person, you may reserve a seat for our fashion show to be held on April 16, 1985, at the Civic Center. (see enclosed form for further details)

If you should need further information regarding our merchandise, please do not hesitate to contact me personally.

Sincerely

Matt Strong, Buyer

Enclosures (3)

Task Title Order No. 4006

Keep record of work production

Description

Given a work production record form and a week of keyboarding activity, the student will keep a log of lines printed for each job completed. An accurate line count for each job must be taken so that a weekly work production record of total lines produced is maintained.

Materials, Supplies, and/or Equipment

Included: Work Production Record Sheets

Needed but not Included: Copies of all correspondence typed for line count

Suggested Requirements

Prerequisites: None

Approximate Time to Complete: 10 minutes, daily

Accuracy: 100%

Task Title

Order No. 4007

Keyboard report

Description

Given a draft copy of a report to be typed and instructions for typing, the student will keyboard the report making all corrections indicated.

Materials, Supplies, and/or Equipment

Included: One (1) rough draft copy of a short report

Needed but not Included: Plain paper

Proofreader's symbols definitions

Suggested Requirements

Prerequisites: Prior knowledge of how to properly format a short business report using unbound style

Approximate Time to Complete: 20 minutes

Accuracy: 100%

ADDRESSING LETTERS

If you had to reply to a letter that is signed by Jean Holt Smith, would you address your reply to Mr. Smith, or to Miss Smith, or to Mrs. Smith? Unless you chance to see that the signature is clearly that of a man, there is no way out of your dilemma. The person who puts you in such a spot is discourteous. When writing to a stranger, it is the height of poor taste not to show clearly what title he/she should use.

A married woman is expected to show her Mrs. either in parentheses as part of her penned signature or, without the parentheses in the typed name line under her signature. A lady who shows no Mrs. is, or may be assumed to be a Miss.

Should the Miss or Mr. ever be typed? Yes, whenever the sex of some name is mistakable. The name Marion, as an example, is as often that of a boy as of a girl; a stranger would not know. The bearer of any such name, man or woman, should indicate the Mr. or Miss, and these are shown in the same way that Mrs. is shown: in the signature or under it.

Such rules do not apply, of course, to a person who is notable or to letters between people who know each other well.

Task Title Order No. 4008

Assemble standardized-paragraph correspondence

Description

Given previously recorded standardized paragraphs and instructions for typing, the student will assemble the correspondence and print one copy.

Materials, Supplies, and/or Equipment

Included: One (1) previously recorded tape of three (3) paragraphs

Directions for typing are included on the tape.

Needed but not Included: Access to a copying machine

Suggested Requirements

Prerequisites: Ability to process dictated information into paragraph form; ability to speak well

Approximate Time to Complete: 40 minutes

Accuracy: 100%

REPORT TYPING

The person who wants to get ahead on the job has to learn how to use common sense. It is fine to know and to be able to quote the rules, but it is better to know when the exact rule ought to be set aside. You have to analyze the situation. A report can be set up in manuscript style, for example, but if you have to duplicate it, you might be smarter to use single-spacing so that you will get the report on fewer stencil or master sheets.

On the other hand, the saving of paper might not be as important as making a better impression on the executives to whom you will send copies of the report; you must use your judgment. You must choose between the quick shortcuts and the longer methods that give a more attractive product. You must realize that there is a right time for each.

Good judgment in such matters might not come until you have risked a few mistakes. You should repeat some of your jobs, when time permits, trying to arrange them in a different way, or trying to fit them on a smaller size of paper, or taking other liberties with the exact directions. True, you must be quick to do what you are told to do--but you must nurture your judgment skill as well.

Task Title Order No. 4009

Keyboard correspondence using variable inserts

Description

Given a prerecorded letter with variable insert instructions, the student will keyboard the correspondence with the variable inserts and print one copy.

Materials, Supplies, and/or Equipment

Included: One (1) prerecorded tape with letter and instructions

Needed but not Included: Access to copying machine

Suggested Requirements

Prerequisites: Knowledge of how to set up a business letter using correct punctuation and spelling

Approximate Time to Complete: 30 minutes

Accuracy: 100%

June 15, 1984

Miss Dorrie Anne Barr
Watts and Sons Company
3502 Seventh Avenue
Fort Worth, TX 76101

Dear Miss Barr:

Thank you for all those kind things you said about our fabrics in the letter you wrote us on June 10. Although we have received letters in the past which gave tribute to the colors and patterns built into our line of fabrics, we have never before received one that described so vividly how a drape was torn down and used to smother a fire that had started. Miss Barr, you certainly thought quickly! Your letter was so novel that it has been shown to most of our executive staff, all of who wondered whether you might permit us to tell your story in our advertising. May we have your permission?

Please fill out and return the enclosed card giving our company authorization to use your testimony.

Sincerely yours,

John J. Smith, Jr.
Service Manager

JJS/st

Enclosure (1)

Task Title

Order No. 4010

Dictate correspondence from drafts

Description

Given typewritten drafts of three letters, the student will dictate the letters on to a cassette tape for transcription.

Materials, Supplies, and/or Equipment

Included: Three original documents

Directions and procedures for dictating

Example of a dictated document (to give students an idea of how to go about dictating)

Needed but not Included: Tape recorder

Cassette tape

Suggested Requirements

Prerequisites: Typewriting I and II

Approximate Time to Complete: 40 minutes

Accuracy: 90%

Task Title

Order No. 4011

Dictate reply to business letter

Description

Given an incoming letter requesting certain information, the student will dictate a reply on to a cassette tape.

Materials, Supplies, and/or Equipment

Included: Original document

Directions and procedures

Needed but not Included: Tape recorder

Cassette tape

Suggested Requirements

Prerequisites: Typewriting I and II

Approximate Time to Complete: 30 minutes

Accuracy: 90%

Task Title | Order No. 4012

Keyboard, store and print mailing list

Description

Given a handwritten copy of a mailing list, the student will type the list in alphabetical order, making all indicated corrections. The student will also store the list and print out one hard copy.

Materials, Supplies, and/or Equipment

Included: Handwritten copy of mailing list

Needed but not Included: Electronic typewriter or word processor

Plain typing paper or printer connected to word processor

Reference: Century 21 Typewriting, 3rd edition, Southwestern.

Suggested Requirements

Prerequisites: Word processing course or a typewriting course where word processing concepts and activities have been introducted.

Approximate Time to Complete: 25 minutes

Accuracy: 70% (mailable copy)

MAILING LIST

Name	Street	City/State/ZIP
Mr. Timothy Brickett	850 Parklane	Nashville, TN 38107-2541
Mr. Robert Brownlee	6118 Kingsby Place	New York, NY 10020-2465
Mrs. Roslyn Clements	3066 Riverdale Lane	Huntsville, AL 35811-6200
Mrs. Stewart Crabapple	101 Ohio Street	San Jose, CA 95125-5012
Mr. Jamie T. Elberidge	1016 Piney Cone Rd.	Chicago, IL 60607-3121
Ms. Sue Evanston	122 S. 56th Street	Tulsa, OK 74111-3041
Mrs. Bonnese Everett	601 N. Maine	Palto Alto, CA 94306-1461
Mr. Carlton C. Hockey	123 Darling Street	Allentown, PA 18105-1254
Miss Zena Huckley	10 Peyton Place	Passaic, NJ 07055-3218
Mrs. Marietta Josten	115 Ross Avenue	Floral Park, NY 11003-2542

Task Title

Order No. 4013

Prepare form letter

Description

Given a draft of a letter and a mailing list, the student will keyboard the letter and send originals to the clients listed on the mailing list.

Materials, Supplies, and/or Equipment

Included: Draft of a letter

Mailing list

Letterhead

Needed but not Included: Typewriter

Correction materials

Suggested Requirements

Prerequisites: Typing I

Approximate Time to Complete: 1 hour, 10 minutes

Accuracy: 90%

MAILING LIST

Ms. Flossie Clough	2832 Mayfield Road	Terrace Park, OH 45174
Mrs. Nelda Cooper	679 Fernway Drive	Cleveland, OH 44111
Ms. Shelba Crawley	224 Van Aken Boulevard	Shaker Heights, OH 44125
Mr. Condor Fennell	1555 Hilliard Avenue	Lakewood, OH 44127
Mr. Saul Flakey	5281 Superior Avenue	Euclid, OH 44112
Mrs. Ahme Frisbee	251 Plynouth Street	Bedford, OH 44147
Ms. Joan Koch	5281 Sunset Drive	Berea, OH 44128
Mrs. Craddie Kurlie	45 Erieview Towers	Cleveland, OH 44111
Mr. Andre' Nemeth	3440 Virginia Avenue	Parma, OH 44134
Mr. Leonard Tinbreaker	4893 E. 97 Street	Cleveland, OH 44111

SPARTANDALE HIGH SCHOOL

ROUTE 72

Cleveland, OH 44111

December 15, 1984

Mrs. Nelda Cooper
679 Fernway Drive
Cleveland, OH 44111

Dear Mrs. Cooper

We appreciate your enthusiastic response to our request for sponsors. We are anticipating a long and enjoyable relationship between Spartandale High and your company.

The coach of the softball team, Felton Jemison, would be the best source of information concerning the needs of the team.

The season starts the third week in August. If we can be of help in any other way, please let us know.

Thanks again for your support.

Sincerely yours

Darcus Hendricks, Principal

rl

(ALL OTHER LETTERS WILL BE THE SAME - ONLY THE ADDRESS AND SALUTATION WILL CHANGE.)

Task Title Order No. 4014

Determine priority of work tasks

Description

Given a list of tasks, the student will rank these in the order in which he/she would complete them.

Materials, Supplies, and/or Equipment

Included: List of tasks

Procedures sheet

Needed but not Included: Pen or Pencil

Suggested Requirements

Prerequisites: Typewriting I

Approximate Time to Complete: 10 minutes

Accuracy: 100%

1 Letter to Mr. Calhoun

8 Report on Financing

7 Memo to all administrators

3 Letter to Dr. Jones

5 Letter to Mrs. Tucker

2 Transcribe a letter to Mr. Franks

9 Report on dictation methods

6 Letter to Ms. Lawrence

4 Transcribe a letter to Dr. Franklin

10 Memo to editing department

Task Title Order No. 4015

Transcribe prerecorded dictation

Description

Given a cassette tape containing prerecorded correspondence, the student will keyboard the correspondence into mailable form using the letterhead provided.

Materials, Supplies, and/or Equipment

Included: Drafts of letters to be prerecorded by instructor

Letterhead

Procedures for transcribing

Needed but not Included: Tape recorder

Style Manual to be used as a reference to set letters to appropriate form

Typewriter or text editor

Suggested Requirements

Prerequisites: Typewriting I

Approximate Time to Complete: 1 hour

Accuracy: Mailable

TASK 4015

Script for Tape - (Male Voice)

Letter 1

The date is January 20, 1984. This letter goes to Mr. Carl T. Stanley, Dentwood (D-e-n-t-w-o-o-d) Consultants, 5203 Riverside Drive, Carlton (C-a-r-l-t-o-n) Texas 65032

Dear Mr. Stanley

Thank you for your quick response to our inquiry regarding the use of the postscript in business letter writing. Your explicit explanation answered all of our questions. (PARAGRAPH)

We also appreciate your sending us your Style Manual, (CAPITALIZE THE FIRST LETTER OF STYLE AND THE FIRST LETTER OF MANUAL) which we enjoyed reading and are now using in all of our correspondence.

Sincerely yours

Ramsey T. Fortson (F-o-r-t-s-o-n)

Letter 2

The date is December 12, 1984. This letter goes to the same person at the same address. The salutation and complimentary close are also the same.

Thank you for your recent letter explaining the purpose and proper use of the attention line in a business letter. We would also like your explanation for the use of the subject line in business letter writing. (PARAGRAPH)

May we hear from you soon.

(THIS IS THE END OF THE TAPE.)

RADFORD PRINTING COMPANY

P.O. Box 1602, Warwick, MA 65021

January 20, 1984

Mr. Carl T. Stanley
Dentwood Consultants
5203 Riverside Drive
Carlton, Texas 65032

Dear Mr. Stanley

Thank you for your quick response to our inquiry regarding the use of the postscript in business letter writing. Your explicit explanation answered all of our questions.

We also appreciate your sending us your Style Manual, which we enjoyed reading and are now using in all of our correspondence.

Sincerely yours

Ramsey T. Fortson

RADFORD PRINTING COMPANY

P.O. Box 1602, Warwick, MA 65021

December 12, 1984

Mr. Carl T. Stanley
Dentwood Consultants
5203 Riverside Drive
Carlton, Texas 65032

Dear Mr. Stanley

Thank you for your recent letter explaining the purpose and proper use of the attention line in a business letter. We would also like your explanation for the use of the subject line in business letter writing.

May we hear from you soon.

Sincerely yours

Ramsey T. Fortson

Task Title

Order No. 4016

Keyboard handwritten correspondence

Description

Given handwritten drafts of a letter and memorandum, the student will prepare them in final form on the stationery provided.

Materials, Supplies, and/or Equipment

Included: Draft of a letter and memo

Letterhead

Needed but not Included: Typewriter

Correction materials

Style Manual - reference for typing a letter and memo

Suggested Requirements

Prerequisites: Typewriting I

Approximate Time to Complete: 30 minutes

Accuracy: Mailable

HOMEOWNERS SAVINGS & LOAN
2037 PRESCOT PLAZA
SUSUZKI, NEW JERSEY 32104

November 26, 1984

Mr. Lincoln C. Rankins
728 Snyder Avenue
Jersey City, NJ 07302

Dear Mr. Rankins

We shall be happy to have you call at our office next Monday afternoon. You have expressed an interest in our financing your purchase of a new home, we will be pleased to discuss the matter with you.

Either Mr. Carl Stone or Ms. Frankie Paulsen will be available to work with you. Please ask for one of them when you arrive. I have given each of them a memorandum outlining the conversation we had last week. Mr. Stone and Ms. Paulsen are both specialists in the home financing field. They are, therefore, well qualified to advise you.

Thank you for giving Central Savings and Loan Association this opportunity to serve you.

Very truly yours

Ricco T. Cramer
Vice President

xx

CONCORD OIL PRODUCTS

INTEROFFICE MEMORANDUM

DATE: January 25, 1984

FROM: Windell C. Grinder, Sales Manager

TO: All Sales Personnel

SUBJECT: CONCORD OIL PRODUCTS

It will be to our advantage to put forth a great deal of effort to boost the sales of the New Concord Oil Product during January. Our team of salesmen has made some sales, on the whole, sales have not been very good.

This new product has such great lubricating ability, we produced a large quantity in hope that it would sell itself. I am sure your best effort will be put forth to bring about an excellent showing.

xx

Task Title — Order No. 4017

Proofread and keyboard business letters

Description

Given a typewritten letter, the student will proofread it and type it in final form.

Materials, Supplies, and/or Equipment

Included: Letter with errors

Needed but not Included: Typewriter

Paper

Correction materials

Proofreading rules

Style Manual

Suggested Requirements

Prerequisites: Typewriting I

Approximate Time to Complete: 20 minutes

Accuracy: Mailable

759 Broad Street
Dublin, GA 31021
December 6, 1984

Insurance Division
General Life Insurance Co.
Hartford, Connecticut 30981

Gentlemen

We are enclosing Policy No. 52304 coinsurance cession which has been reduced from $8,000 to $5,000 as requested in your letter of November 15. We will include the refund of $352.10 to you when sending our next refund check.

On the revised cession, you have shown the insurance now applied for as $3,000. It seems to us from your letter that this amount should be shown as $5,000, and we have taken the liberty of making this change on the cession. We would appreciate your letting us know whether or not this is correct. If the corrected amount is $5,000, there will be no need to write; we have made the change as stated.

Very truly yours

Robert Nash

xx

147

Task Title

Order No. 4018

Keyboard and merge memorandum and variables

Description

Given a handwritten memorandum and a list of variables, the student will merge the memorandum and variables to form two individual memorandums. Make sure that all corrections are made.

Materials, Supplies, and/or Equipment

Included: Copy of handwritten memo

Copy of variables

Needed but not Included: Typewriter

Correction materials

Style Manual

Suggested Requirements

Prerequisites: Typewriting I and II

Approximate Time to Complete: 30 minutes

Accuracy: Mailable

TO: Ms. Katrina Riner, Materials Manager

FROM: Mr. Calvin Turner, Word Processing Center

DATE: December 10, 1984

SUBJECT: Delivery Error

We have received eight boxes of carbon paper. Upon checking with my people no one remembers placing such an order. We have made it a rule not to use carbon in our office because all of our equipment has some memory. We also have a small copier.

Please check your bills and let us know what to do with the carbon.

xx

TO: Mr. Winfred Collins, Supply Department

FROM: Mrs. Andre' Shuman, Administrative Secretary

DATE: Shipping Error

SUBJECT: December 10, 1984

We have received six boxes of carbon paper. Upon checking with my staff no one remembers placing such an order. We have made it a rule not to use carbon in our office because all of our equipment has some memory. We also have a small copier.

Please check your records and let us know what to do with the carbon.

xx

Task Title

Order No. 4019

Proofread and keyboard memorandum

Description

Given a typewritten memorandum containing a variety of errors, the student will proofread the memorandum indicating all errors. The student will then type the memorandum in final form making all corrections.

Materials, Supplies, and/or Equipment

Included: Memo forms

Unedited memo

Needed but not Included: Typewriter or Word Processor
Dictionary

Suggested Requirements

Prerequisites: Knowledge of memorandum format

Knowledge of proofreader's marks

Keyboarding proficiency

Approximate Time to Complete: 20 minutes

Accuracy: 95%

FUTURE BUSINESS LEADERS
of AMERICA

MEMO

TO: FBLA Executive Counsel

FROM: Jon Best

SUBJECT: Agenda Planning for region 1 Mini-Conference

DATE: (Today's)

We well concentrate on palning the Agenda for the annual FBLA Mini-Conference at teh Executive Councel meeting next Monday October 15. Agenda items previously approved are as follows

1. Judges will be selected from local post-secondary schools and busineses.
2. Contestants must transport their ~~his or her~~ own equipment to the contest s~~ight~~
3. Refreshments will by provided for advisors by our locale FBLA chapter.
4. All events requiring objective tests will be
5. answered no Scan-Tron answer sheats.
6. Registration will begin at 9:00 a.m. in the cafateria.

Additional agenda items should be submited to me before the meeting. All suggestions are welcome. We want too have the best Mini-Conference in Georgia.

xx

(UNEDITED COPY WITH PROOFREADER'S MARKS)

FUTURE BUSINESS LEADERS of AMERICA

MEMO

TO: FBLA Executive Council

FROM: Jon Best

SUBJECT: Agenda Planning for Region 1 Mini-Conference

DATE: (Today's Date)

We will concentrate on planning the agenda for the annual FBLA Mini-Conference at the Executive Council meeting next Monday, October 15. Agenda items previously approved are as follows:

1. Judges will be selected from local post-secondary schools and businesses.
2. Contestants must transport their own equipment to the contest site.
3. Refreshments will be provided for advisors by our local FBLA chapter.
4. All events requiring objective tests will be answered on Scan-Tron answer sheets.
5. Registration will begin at 9:00 a.m. in the cafeteria.

Additional agenda items should be submitted to me before the meeting. All suggestions are welcome. We want to have the best Mini-Conference in Georgia.

Task Title

Order No. 4020

Keyboard, print, and store minutes of a meeting

Description

Given the handwritten copy of the minutes of a meeting, the student will proofread, keyboard, print, and store them.

Materials, Supplies, and/or Equipment

Included: Handwritten minutes

Needed but not Included:
- Word processor or word processor software for a microcomputer
- Printer
- Student diskette, if using a microcomputer
- Plain paper
- Dictionary

Suggested Requirements

Prerequisites:
- Knowledge of proper format for minutes of a meeting
- Ability to open (create), keyboard, print, and store a document on a word processor

Approximate Time to Complete: 30 minutes

Accuracy: 95%

MINUTES

Future Business Leaders of America

September 17, 1984

TIME AND PLACE OF MEETING

The regular meeting of the Lakeside High School Chapter of F.B.L.A. was called to order by the president, Jon Best, in Room 210 of Lakeside High School at 6:30 p.m.

ATTENDANCE

Roll was called by the secretary, Kim Winters, showing 35 members present. This constituted a quorum.

APPROVAL OF MINUTES

The minutes of the first meeting on September 8 were read and approved.

TREASURER'S REPORT

Chris Scott, treasurer, reported:

Balance brought forward	$145.30
Receipts from dues	240.00
	385.30
Expenses from cookout	48.15
Balance	337.15
Set aside for state and local dues	240.00
Unencumbered balance	97.15

UNFINISHED BUSINESS

President Best reminded everyone that the Tom Wat showcases would be delivered to members on September 24 and appointed Joy Croft as chairman of the Tom Wat fund raising committee. The vice president, Kim Biddy, distributed release forms to all students checking out a showcase.

The induction and installation ceremonies were discussed. A motion was made that the induction/installation be held at the First Baptist Church at 6:30 p.m. on October 8, 1984. Jane Dixon was appointed as chairman of the committee to plan the ceremony/meeting.

NEW BUSINESS

A committee consisting of Chris Scott, Mike Jackson and Paula Mason was appointed to (wording may vary) plan a "trick-or-treat" outing at the nursing home for October 31.

ANNOUNCEMENTS	The next meeting will be October 8 at Jon Best's home.

The meeting adjourned at 7:35 p.m.

Respectfully submitted,

Kim Winters, Secretary

Task Title

Order No. 4021

Recall, revise and print minutes of a meeting

Description

Given the minutes recorded in the previous task, the student will recall them from storage, make the indicated revisions, and print one copy.

Materials, Supplies, and/or Equipment

Included: Revised memo

Needed but not Included: Same as preceding task

Suggested Requirements

Prerequisites: Prior knowledge of deletion and insertion techniques

Ability and knowledge of how to print

Prior knowledge of global search and replace would be useful (not essential)

Approximate Time to Complete: 20 minutes

Accuracy: 95%

MINUTES

Future Business Leaders of America

September 17, 1984

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ATTENDANCE

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UNFINISHED BUSINESS

President Best reminded everyone that the Tom Wat showcases would be delivered to members on September 24 and appointed Joy Croft as chairperson of the Tom Wat fund raising committee.

The vice president, Kim Biddy, distributed release forms to all students checking out a showcase.

The induction and installation ceremonies were discussed. A motion was made and seconded that the induction/installation be held at the First Baptist Church at 6:30 p.m. on October 8, 1984. The motion was carried. Jane Dixon was appointed as chairperson of the committee to plan the ceremony/meeting.

NEW BUSINESS

A committee consisting of Chris Scott, Mike Jackson and Paula Mason was appointed. They will plan a "trick-or-treat" outing at the nursing home for October 31.

ANNOUNCEMENTS The next meeting will be October 8 at Jon Best's home.

The meeting adjourned at 7:35 p.m.

Respectfully submitted,

Kim Winters, Secretary

Task Title

Order No. 4022

Edit, keyboard, print and store a copy of a business letter

Description

Given a typewritten letter containing errors in spelling, word usage, grammar, etc., the student will edit the letter for errors before keyboarding and storing it. The student will also print one copy. The format is modified block with blocked paragraphs and open punctuation.

Materials, Supplies, and/or Equipment

Included: Letterhead

Needed but not Included: Word processor or microcomputer with word processing software

Data diskette, if necessary for word processor and/or microcomputer

Dictionary

Suggested Requirements

Prerequisites: Knowledge of letter and punctuation styles

Ability to open (create), keyboard, print, and store a document on a word processor

Approximate Time to Complete: 25 minutes

Accuracy: 95%

SOLAR ENERGY SYSTEMS, INC.
P. O. Box 290, Ray Springs, CO 76143

(Current Date)

Mr. James Patterson
Nationwide Energy Equipment Company
P. O. Box 330
Jackson, AL 79949

Dear Mr. Patterson:

Thank you for your interest in the Solar Energy System. The market profit potential for this revolutionary system is tremendous. The possibility of marketing this system to complement the energy systems you are presently selling appears excellent.

An exclusive state dealership is now available for the State of Alabama. Complete details are outlined in the enclosed merchandising brochure. The many advantages of the Solar Energy System are explained in the introductory section. Please read the material thoroughly and let me know if you have any questions.

The best way to understand and appreciate the possibilities for the Solar Energy System is to actually use the heater. To let you experience for yourself the advantages of this system, our introductory offer to a prospective dealer is $500. Enclosed is an order form for your convenience.

I will be in Montgomery in approximately two weeks. If you are interested in becoming a Solar Energy System dealer, I can come by to see you at that time. Please call my office to set up an appointment. I am looking forward to a highly profitable business venture with you.

Sincerely,

Sam Sunbright
President

Enclosure

xx

Task Title

Order No. 4023

Recall, revise and print stored business letter

Description

Given the media on which the business letter was stored in the previous task, the student will call up the letter, make specified revisions, and print one copy.

Materials, Supplies, and/or Equipment

Included: Letterhead

Letter with revisions

Needed but not Included: **Word processor or word processing software for a microcomputer**

Diskette with letter stored on it

Hard copy of letter on which instructor has made revisions and corrections (or a hard copy of the corrected letter with prepared revisions which is included in this package)

Suggested Requirements

Prerequisites: Prior knowledge of deletion and insertion techniques

Ability to print

Approximate Time to Complete: 30 minutes

Accuracy: 95%

SOLAR ENERGY SYSTEMS, INC.
P. O. Box 290, Ray Springs, CO 76143

(Current Date)

Mr. James Patterson
Nationwide Energy Equipment Company
P. O. Box 330
Jackson, AL 79949

Dear Mr. Patterson:

Thank you for your interest in the Solar Energy System. The market profit potential for this revolutionary system is tremendous. The possibility of marketing this system to complement the energy systems you presently have on the market in Alabama appears excellent.

An exclusive state dealership is now available for the State of Alabama. Complete details are outlined in the enclosed merchandising brochure. The many advantages of the Solar Energy System are explained in the introductory section. Let me know if you have any questions.

The best way to understand and appreciate the possibilities for the Solar Energy System is to actually use the heater yourself. To let you experience the advantages of this system before selling it to your customers, we are offering it to you as a prospective dealer for $500. Enclosed is an order form for your convenience.

I will be in Montgomery in approximately two weeks. If you are interested in a Solar Energy System dealership, I can come by to see you at that time. Please call my office to set up an appointment. I am looking forward to a highly profitable business venture with you.

Sincerely,

Sam Sunbright
President

Enclosure

xx

Task Title

Order No. 4024

Keyboard, print, and store financial statements

Description

Given the handwritten copies of an income statement and a balance sheet, the student will keyboard the statements in proper form and print and store one copy of each.

Materials, Supplies, and/or Equipment

Included: 2 handwritten statements

Needed but not Included: Word processor or word processing software for a microcomputer

Printer

Student data diskette, if using the microcomputer

Plain paper

Suggested Requirements

Prerequisites: Ability to open (create), keyboard, store and print a document

Ability to use the decimal alignment feature of the word processor or word processing software

Knowledge of proper format for financial statements

Approximate Time to Complete: 40 minutes

Accuracy: 95%

SOLAR ENERGY SYSTEMS, INC.

Income Statement

Fiscal Year Ended April 30, 19xx

Income:	
Net Sales	$ 715,973,916
Other Income	1,950,410
Total Income	$ 717,924,326
Costs and expenses:	
Merchandise and warehousing	$ 643,757,278
Sales and administration	44,466,020
Interest expense	1,483,142
Depreciation	4,584,377
Total costs and expenses	$ 694,290,817
Income before income taxes	$ 23,633,509
Provision for income taxes	10,463,000
Net Income	$ 13,170,509

F.B.L.A. BOOKSTORE

Balance Sheet

For Year Ending June 30, 19xx

ASSETS		
Supplies on hand.	$143.75	
Cash on deposit in office	691.44	
Accounts receivable	134.16	
Total Assets.		969.35
LIABILITIES		
Accounts Payable.	240.13	
Total Liabilities		240.13
EQUITY		
Capital	500.00	
Profit from sale of goods	229.22	
Total equity.		729.22
Total Liabilities and Equity . .		969.45

Task Title Order No. 4025

Transcribe correspondence in order of importance

Description

Given a cassette tape on which items of correspondence have been recorded, the student will transcribe them in order of their importance.

Materials, Supplies, and/or Equipment

Included: Letterhead

Needed but not Included: Cassette transcriber

Typewriter or word processor

Dictionary

Suggested Requirements

Prerequisites: Ability to use a transcriber

Knowledge of letter and memorandum format

Ability to prioritize

Approximate Time to Complete: 1 hour, 30 minutes

Accuracy: 95%

TASK 4025

Script for Tape - (Male Voice)

This is Lionel Radcliff and I need a letter typed immediately to Mr. Paul Kennedy (that's K-E-N-N-E-D-Y), President of the First City Bank, 559 First Street, Denver, Colorado 67766.

Dear Mr. Kennedy

I would like to invite you to attend the grand opening ceremonies (no, make that ceremony) of the new Buxton (that's B-U-X-T-O-N) Office Plaza Building next Friday (comma) June four (comma) at ten o'clock a (period) m (period). Brunch will be served immediately following the ribbon cutting ceremonies. (Period, paragraph) As you know (comma) this building is being dedicated to Governor Charles Buxton (that's C-H-A-R-L-E-S B-U-X-T-O-N) (comma) who will be present for the ribbon cutting (period) Many local and state dignitaries (check the spelling please) will be attending (comma) as well as members of the press (period) However (comma) our guest list would not be complete if you did not attend (Period, paragraph) Please let me or my secretary know before June one if you will be able to be with us (period) We look forward to seeing you on June four (period) (End of letter. Thank you.)

This is a letter to New York Office Furniture Gallery. Transcribe this when you get time. Their address is 6666 Fifth (Spell out fifth) Avenue, New York, New York. (The ZIP is 10001.) Gentlemen (colon) Please send me a copy of your latest office furniture catalog (period) We are planning to redecorate some of our offices next fall (comma) and I would like to consider your company when we make our purchases (period, paragraph) Thank you for your attention to this request. (End of letter. Thank you.)

(Next I would like to dictate a memo to Janet Cleghorn. The subject is the grand opening of Buxton Office Plaza. It needs to get to Janet immediately. Here is the memo.) As you know (comma) Governor Buxton (that's B-U-X-T-O-N) will be attending the grand opening of the Buxton Office Plaza next Friday (period) Please check with the Governor (apostrophe) s to see that proper security has been arranged for this visit (period, paragraph). We also need to know how many people are coming with the Governor. If any of his family members are coming (comma) we need to see that they are seated on the platform (period, paragraph) Please arrange a meeting of the public relations committee in my office tomorrow afternoon at three p (period) m (period) to go over the final details for the grand opening. (End of memo. Thank you.)

(Now, I would like to dictate a memorandum to all employees. Do this at your convenience. The subject is parking for employees. The memo reads,) On July one our new parking lot will be completed on the top floor of this building (period). I know you will all be glad to know that you will no longer have to pay parking fees (period, paragraph). Thank you for your patience during our remodeling (period) (End of memo. Thank you.)

(THIS IS THE END OF THE TAPE.)

RADCLIFF COMMERCIAL DEVELOPERS

9864 Dimension Boulevard
Bradley, GA 32000

(912) 987-2865

(Today's date)

Mr. Paul Kennedy, President
First City Bank
559 First Street
Denver, CO 67766

Dear Mr. Kennedy

I would like to invite you to attend the grand opening ceremony of the new Buxton Office Plaza Building next Friday, June 4, at 10:00 a.m. Brunch will be served immediately following the ribbon cutting ceremonies.

As you know, this building is being dedicated to Governor Charles Buxton, who will be present for the ribbon cutting. Many local and state dignitaries will be attending, as well as members of the press. However, our guest list would not be complete if you did not attend.

Please let me or my secretary know before June 1 if you will be able to be with us. We look forward to seeing you on June 4.

Sincerely

Lionel Radcliff
Radcliff Commercial Developers

xx

RADCLIFF COMMERCIAL DEVELOPERS

9864 Dimension Boulevard
Bradley, GA 32000

(912) 987-2865

MEMORANDUM

TO: Janet Cleghorn

FROM: Lionel Radcliff

DATE: May 24, 19xx

SUBJECT: Grand Opening of Buxton Office Plaza

As you know, Governor Buxton will be attending the grand opening of the Buxton Office Plaza next Friday. Please check with the Governor's office to see that proper security has been arranged for this visit.

We also need to know how many people are coming with the Governor. If any of his family members are coming, we need to see that they are seated on the platform.

Please arrange a meeting of the public relations committee in my office tomorrow afternoon at 3 p.m. to go over the final details for the grand opening.

xx

RADCLIFF COMMERCIAL DEVELOPERS

9864 Dimension Boulevard
Bradley, GA 32000

(912) 987-2865

(Today's date)

New York Office Furniture Gallery
6666 Fifth Avenue
New York, NY 10001

Gentlemen:

Please send me a copy of your latest office furniture catalog. We are planning to redecorate some of our offices next fall, and I would like to consider your company when we make our purchases.

Thank you for your attention to this request.

Sincerely,

Lionel Radcliff
Radcliff Commercial Developers

xx

RADCLIFF COMMERCIAL DEVELOPERS

9864 Dimension Boulevard
Bradley, GA 32000

(912) 987-2865

MEMORANDUM

TO: All Employees

FROM: Lionel Radcliff

SUBJECT: Parking for Employees

DATE: May 24, 19xx

On July 1 our new parking lot will be completed on the top floor of this building. I know you will all be glad to know that you will no longer have to pay parking fees.

Thank you for your patience during our remodeling.

xx

Task Title Order No. **4026**

Proofread, keyboard, and print correspondence

Description

Given a list of proofreader's marks and two typewritten letters containing errors, the student will proofread the letters, indicate errors, keyboard the letters making all corrections, and print one copy of each letter.

Materials, Supplies, and/or Equipment

Included: Proofreader's marks

Letterhead

Needed but not Included: Word processor or word processing software

Printer

Dictionary

Suggested Requirements

Prerequisites: Ability to proofread and edit

Ability to create, keyboard and print a document on the word processor or on word processing software

Approximate Time to Complete: 40 minutes

Accuracy: 95%

(Today's date)

Mrs. Charlotte Smithy
Executive Secretary
The Polar Corporation
566 West Peachvine Road
Columbus, GA 30303

Dear Mrs. Smithy

I am writing to invite you to be a judge in the annual Future Business Leaders of America state essay contest entitled "We the Young People of America" to be held at the Memorial Regional Library in Atlanta on April 15, 19xx.

As a former winner of this competition, we feel you will be a most qualified judge. As you know, the winner of this competition will represent Georgia FBLA in Washington on May 30.

Please accept our invitation by January 15. We will then contact you to confirm travel arrangements and contest guidelines. We look forward to having you as a judge.

Sincerely

Wallace Mason
State Advisor

xx

(Today's date)

Dr. Noland Spalding
Regional Mental Health Center
550 First Street
Ft. Oglethorpe, GA 30742

Dear Dr. Spalding:

The Lakeview Chapter of the Future Business Leaders of America would like to thank you for speaking to our annual Parent Appreciation Banquet last Friday evening at the Downtown Sheraton. Your suggestions for stress management have left us all thinking about ourselves and our relations with our parents and associates.

I can truly say that I have never heard a more positive response to an after dinner speaker than the comments I have heard from our members and advisors about your presentation. Thank you for such helpful tips on how to manage our lives and reduce our tensions.

Sincerely,

Janice Jackson, Secretary
Lakeview High School Chapter
Future Business Leaders of America

xx

Task Title

Order No. 4027

Transcribe letter containing errors from prerecorded dictation

Description

Given a typewritten letter and a cassette tape containing the prerecorded reply (which contains errors), the student will transcribe the reply making all corrections.

Materials, Supplies, and/or Equipment

Included: Cassette tape

Needed but not Included: Cassette transcriber

Typewriter or word processor

Suggested Requirements

Prerequisites: Ability to use a cassette transcriber

Ability to proofread and edit

Knowledge of proper letter formats

Approximate Time to Complete: 40 minutes

Accuracy: 95%

TASK 4027

Script for Tape - (Female Voice)

This is Jeanette Duffy and I am dictating a reply to the attached letter from Mr. Jack Paty (spelled P-A-T-Y). Please make sure that my reply is accurate and matches the letter from Mr. Paty. Here is the letter:

To Mr. Jack Paty (spelled P-A-T-Y)(comma) President (comma) P & M Heating Service (comma) Inc., P. O. Box 56, Denver, CO 58585.

Dear Mr. Paty (colon). Subject (colon), Purchase Order #4164

We have received your letter dated March 25 concerning the four Modular (initial caps on the name of this unit please) Solar Heating units (comma), Catalog #71329 (comma), which you ordered from us on your Purchase Order (capital P, capital O please) #4764 dated March 13 (comma), 19xx (period). We are sorry for the misunderstanding concerning the price of these units. It seems our sales department did not mail you a current price list to attach to the 1983 catalog (period, paragraph). We do wish to keep your business (comma), for you are a long and valued customer (period). Therefore (comma), we are shipping your four units at the previous catalog price of $1,941 (period). However (comma), any future order will be billed at the current price of $2,014 (period, paragraph). With increased costs we have found it necessary to increase our prices (period). We are not pleased to do so (comma), and we would like to continue the prices that we have had in our catalog for the past three years (period). However (comma), we are no longer able to operate on our 1983 prices (period). We are sure you will find that our prices are still reasonable and competitive with others in the industry (period, paragraph). A complete (comma), (hyphenate the next three words) up-to-date price list will be sent to you under separate cover (comma), along with a current catalog of our merchandise (comma), including our new solar systems (period). We shall look forward to the continued opportunity to serve you in the future (period, End of letter. Sign it Sincerely and be sure to put my title, Assistant Vice President under my name. Thank you.)

(THIS IS THE END OF THE TAPE.)

SOLAR ENERGY SYSTEMS, INC.
P. O. Box 290, Ray Springs, CO 76143

(Current Date)

Mr. Jack Paty, President
P & M Heating Service, Inc.
P. O. Box 56
Denver, CO 58585

Dear Mr. Paty:

Subject: Purchase Order #4164

We have received your letter dated March 28 concerning the four Modular Solar Heating units, Catalog #711329, which you ordered from us on your Purchase Order #4164 dated March 13, 19xx. We are sorry for the misunderstanding concerning the price of these units. It seems our sales department did not mail you a current price list to attach to the 1983 catalog.

We do wish to keep your business, for you are a long and valued customer. Therefore, we are shipping your four units at the previous catalog price of $1,941. However, any future order will be billed at the current price of $2,014.

With increased costs we have found it necessary to increase our prices. We are not pleased to do so, and we would like to continue the prices that we have had in our catalog for the past three years. However, we are no longer able to operate on our 1983 prices. We are sure you will find that our prices are still reasonable and competitive with others in the industry.

A complete, up-to-date price list will be sent to you under separate cover, along with a current catalog of our merchandise, including our new solar systems. We shall look forward to the continued opportunity to serve you in the future.

Sincerely,

Jeanette Duffy
Assistant Vice President

xx

BEST COPY AVAILABLE

Federal law prohibits discrimination on the basis of race, color or national origin (Title VI of the Civil Rights Act of 1964); sex (Title IX of the Educational Amendments of 1972 and Title II of the Vocational Education Amendments of 1976); or handicap (Section 504 of the Rehabilitation Act of 1973) in educational programs or activities receiving federal financial assistance.

Employees, students and the general public are hereby notified that the Georgia Department of Education does not discriminate in any educational programs or activities or in employment policies.

The following individuals have been designated as the employees responsible for coordinating the department's effort to implement this nondiscriminatory policy.

Title II - Ann Lary, Vocational Equity Coordinator
Title VI - Peyton Williams Jr., Associate Superintendent
of State Schools and Special Services
Title IX - Myra Tolbert, Coordinator
Section 504 - Jane Lee, Coordinator of Special Education

Inquiries concerning the application of Title II, Title VI, Title IX or Section 504 to the policies and practices of the department may be addressed to the persons listed above at the Georgia Department of Education, Twin Towers East, Atlanta 30334; to the Regional Office for Civil Rights, Atlanta 30323; or to the Director, Office for Civil Rights, Education Department, Washington, D.C. 20201.